

Leading Healthcare System Transforms HR for 23,000 Employees with ServiceNow

Executive Summary

A leading integrated healthcare system modernized HR service delivery across its network by implementing ServiceNow HR Service Delivery (HRSD) through an advisory-led transformation. What began as a platform implementation evolved into a strategic initiative to improve employee experiences, automate HR operations, and establish a scalable governance model, creating a modern HR service foundation for more than 23,000 employees across eight hospitals and 220 care locations.

The Challenge

As one of the largest integrated healthcare systems in its region, the organization supports more than 23,000 employees and nearly 1,900 providers. Like many growing healthcare organizations, its HR teams struggled to deliver consistent service experiences across multiple locations and departments:

- Manual processes and disconnected workflows created inefficiencies for employees and HR staff alike.
- Limited self-service meant employees relied on direct outreach for routine support.



- HR teams spent valuable time on administrative requests instead of strategic workforce initiatives.

20,000+
employees
with 24/7 HR
support

100+ knowledge
articles, ~7,000
views since go-live

6,451 HR cases
processed in one
month

10+ future
enhancements
identified

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The Opportunity

Leadership recognized the need for a modern HR service delivery model, one that could improve employee experiences, increase operational efficiency, and provide greater visibility into service performance. To pursue that vision, the organization selected INRY, a Cprime company, for its:

- Healthcare industry expertise
- Proven ServiceNow delivery experience
- Ability to guide organizations through both strategy and implementation

The Solution

INRY delivered an advisory-led transformation, beginning with a consulting phase to align stakeholders, assess existing HR processes, and define a future-state vision. Through discovery workshops, process assessments, and tailored ServiceNow demonstrations, leadership saw how the platform could support employee experience, workflow automation, governance, and continuous improvement. This phase also introduced a Center of Excellence governance framework establishing process ownership, decision-making structures, and long-term platform management.

INRY then implemented ServiceNow HR Service Delivery, including:

- Employee Center Pro and HR Agent Workspace
- Case management workflows with intelligent routing
- Knowledge management and self-service capabilities
- Executive dashboards
- Oracle integration

The program covered solution design, workflow configuration, integrations, change management, and user adoption support, backed by a structured 90-day hypercare period. Close collaboration between HR leadership, executive sponsors, departmental stakeholders, and delivery teams kept the initiative aligned and organizationally ready throughout.

The Results

The results demonstrate the impact of a modern, workflow-driven HR service delivery model:

- 14 HR request forms available through Employee Center

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- 6,451 HR cases managed during August
- 2,713 HR cases processed in the first half of September
- 100+ HR knowledge articles published in a centralized repository
- 6,974 knowledge article views since go-live
- Intelligent case routing across multiple HR service categories
- Executive dashboards tracking 10+ key HR performance metrics

Beyond the metrics, the organization established a more consistent, scalable HR operating model: employees gained easier access to services through a unified portal, HR teams reduced manual effort through automation, and leadership gained the visibility needed for more informed decisions and continuous improvement.

Looking Ahead

The new ServiceNow HRSD foundation positions the organization to keep expanding automation, self-service, analytics, and workforce experience capabilities. The governance model established

during the advisory phase provides a framework for ongoing innovation, ensuring future enhancements stay aligned with business priorities and employee needs. By combining strategic advisory services with a scalable platform, the organization transformed HR from a primarily transactional function into a strategic capability supporting workforce effectiveness, operational excellence, and long-term growth.

Ready to Modernize HR Service Delivery?

Organizations that modernize HR service delivery improve employee experiences, increase operational efficiency, and build a foundation for continuous improvement. If your HR organization faces fragmented processes, limited self-service, or inconsistent service experiences, a structured ServiceNow HRSD transformation can deliver measurable business value.

Connect with our team to learn how a governance-led HR transformation can build a scalable foundation for your future.