

# Autonomous HR: AI That Elevates Every Role

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Nobody goes into HR to manage a ticket queue. HR Business Partners (HRBPs) chose this work to shape careers, navigate hard conversations, and build workplaces where people want to show up. People managers took on direct reports to develop them, not to chase approvals across fragmented systems. And employees just want answers, not a three-tab odyssey to find out how much PTO they have left.

Yet that's where the workday goes. Managers stare at screens, instead of working with people. HRBPs get bogged down in ticketing queues, so they can't focus on strategy. Employees sift through pages of documents just to find a simple answer. The systems around HR were never built to do better, and they weren't built for the AI era.

We introduced **autonomous HR last year** to put AI to work for people. Today, we're taking these innovations further. Powered by **ServiceNow Otto**, ServiceNow's new AI experience that feeds into autonomous HR workflows, our new capabilities handle busy work and surface insights so that people can get back to the uniquely human parts of their jobs.

HRBPs reclaim time for workforce strategy and org design. Managers get back to coaching and career conversations. And employees get instant, clear answers fast so that they can focus on the work they were hired to do.

THE HRBP EXPERIENCE: FROM  
TACTICAL DOER TO STRATEGIC  
FORCE

ServiceNow's HRBP experience, available through HR Service Delivery (HRSD), automates the repetitive and unlocks the strategic through natural language talent analytics, autonomous workflow orchestration, and real-time workforce intelligence surfaced at the moment a leader needs to make a decision.

HRBPs can stop administering and start advising, spending less time in systems and more time with the talent and teams they were hired to support.

THE NEXT-GENERATION MANAGER  
EXPERIENCE: FROM DESTINATION  
TO COMPANION

The best managers always seem to know what their team needs before it becomes a problem. The nextgen manager experience, also available through HRSD, helps turn that instinct into a capability for every manager.

A proactive intelligence layer surfaces the right recommendations, goals, and insights before managers go looking. A 1:1 conversation assistant makes performance and development continuous rather than episodic. Hiring becomes instantaneous, done within the flow of work without switching systems. Policy questions, approvals, and sensitive escalations are handled conversationally, with guardrails built in.

When managers operate within the next-gen manager experience, they reclaim their time, and the benefit flows directly to their teams: faster decisions, more proactive support, a leader who has the capacity to actually lead.

NEW PARTNERSHIPS: THE BEST  
INTELLIGENCE, INSIDE ONE  
GOVERNED LAYER

Autonomous HR only works when the best intelligence in the market flows through a single governed platform. That's exactly what ServiceNow is building with new partnerships and integrations on the ServiceNow AI Platform.

The Josh Bersin Company's Galileo® brings HR intelligence, labor market data, and benchmarking directly into workforce planning conversations, like an HR advisor connected to every manager, giving HRBPs advice, information and data they'd spend hours assembling manually.

Findem connects real-time talent market data to ServiceNow through MCP integration. With its talent intelligence

platform and proprietary, real-time talent market dataset that includes 850M profiles and 1.6T expert-labelled data points, Findem turns external talent signals into actionable insights for users and agents alike. The result is more data, and better judgment systematically encoded and delivered at scale. Together, Findem MCPs and ServiceNow AI deliver expert-level talent decisioning at machine speed directly within the workflows where decisions get made.

ServiceNow's collaboration with Phenom extends AI sourcing and candidate engagement into the ServiceNow experience, closing the loop from workforce strategy all the way to pipeline execution. Phenom AI understands your organization's industry, functions, roles, geographies, and hiring workflows, resulting in contextually personalized engagement and sourcing that gets smarter with every hire.

We'll continue to expand and elevate these partnerships across AI-native enterprise HR technology partners to help ensure we're giving our customers the best employee experience that the future of work deserves, unified on a single governed platform.

## THE FUTURE OF WORK IS HUMAN + AI

The future of work is human and AI together. ServiceNow executes work end-to-end, helping resolve requests and orchestrating workflows that may start in HR, but require reach across finance, legal, IT, procurement, and more, all within a customer's governance model.

This is both a human transformation as well as a technology one. AI surfaces new insights and opens new possibilities only when people are there to direct it, govern it, and apply the judgment no model can replicate. The organizations that design for that partnership win. And we're building the platform that makes it real.

## AVAILABILITY

- The HRBP experience arrives in Q3 2026.
- The next-generation manager experience will begin rolling out in H2 2026.