NEWS RELEASE

ServiceNow adds Hiring Assistant to a suite of Productivity Assistants for HR leaders and managers

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Hiring Assistant brings requisition-to-offer work into one conversation, alongside three assistants already helping managers, HRBPs, and leaders

Customers such as NBA, LTM, and Robinhood are already seeing tangible results and improved employee experiences

John Phillips, GVP, Employee Workflows

Managers have some of the toughest jobs in the enterprise. On top of daily work, they're expected to hire, coach, and grow their teams while growing themselves, all as AI reshapes roles. Yet, the support they need is often buried in HR backlogs. It's hard to find and harder to access. CHROs, likewise, are under pressure to deliver faster, more effective talent experiences with tooling that has not kept pace.

ServiceNow is addressing these challenges with new capabilities for ServiceNow EmployeeWorks and HR Service Delivery.

Productivity Assistants for HR Service Delivery

ServiceNow is introducing **Productivity Assistants for HR Service Delivery**, including a new Hiring Assistant, that helps move people from tactical work to strategic impact. Managers get help leading and growing their teams, HR Business Partners (HRBPs) get time back for strategy, and leaders get trusted data for talent decisions.

- Hiring Assistant takes hiring from requisition to offer in one conversation, without tool-hopping or chasing context across systems. The full hiring flow stays in a single thread, and the assistant can nudge managers at key moments before hiring stalls. This enables faster hiring decisions, less coordination work for hiring managers and recruiters, and higher hiring velocity.

- Manager Assistant answers routine policy questions in the flow of work, surfaces a daily brief of what needs a manager's attention, and helps prepare for 1:1s and leaves of absence. For tough conversations, a policy-grounded brief with best-practice guidance from Galileo lays out how to open, what to cover, and what to avoid.

- HRBP Assistant takes transactional work off the HRBP's plate so they can focus on talent strategy. It provides citation-backed answers for routine questions, resolves low-risk approvals against policy criteria, and routes employee relations queries to the right HRBP with personal information protected.

- Talent Insights Assistant brings data to every leader making talent decisions. Leaders can ask an open-ended question about the talent market and get a fast, clear answer without launching a separate research project or finding and talking to the right person in HR. For bigger decisions, deep research breaks down any company or talent pool by location, role, and skills; talent flows track who's moving in and out of a role, skill, or market; and succession planning adds outside market signals to conversations.

Historically, this work has been spread across many systems, processes, and people. Productivity Assistants for HR Service Delivery live inside ServiceNow EmployeeWorks, so the work, the answer, and the next step all sit in one operating system for the employee experience.





Building on years of customer success

ServiceNow is building AI that works across companies of every size and industry. HR Service Delivery and ServiceNow EmployeeWorks pair probabilistic reasoning with deterministic workflows, so AI can act securely across the hire-to-retire journey, and work that starts in HR can reach finance, legal, IT and procurement within each customer's governance model.

However, building the technology is only step one. Customer outcomes like those from NBA, LTM, and Robinhood are the proof.

NBA

ServiceNow has been the Official Workflow Partner of the NBA since 2020, and the partnership is expanding. The NBA will deploy **ServiceNow EmployeeWorks** to create a self-service experience for NBA employees to manage onboarding and internal workplace service requests, allowing them to complete tasks in one experience through one platform.

With ServiceNow EmployeeWorks, NBA employees can simply ask for what they need and trust that the work will get done across the systems they already use, tailored to their role. The result is a simpler employee experience and faster internal operations.

LTM

LTM's RAIma assistant provides conversational support across the employee lifecycle. AI agents generate notes for 14,000 HR incidents and case resolutions each month. HR productivity increased by 21%, while employee satisfaction with onboarding rose from 4.7 to 5.0.

Robinhood

Robinhood had nearly 250 ways to ask for IT and HR help. With the ServiceNow AI Platform, it now has one. Using HR Service Delivery, IT Service Management, and Moveworks from ServiceNow, Robinhood deflects 70% of employee requests without human intervention, with 94% employee satisfaction and 90% internal support satisfaction.

ServiceNow Partners expand the potential of Productivity Assistants

ServiceNow partners build on that momentum with real support. Findem's talent data now powers our Talent Insights and Hiring Assistants, helping hiring managers spend their time on interviews and decisions. Deloitte is guiding customers through HR transformation and AI deployment.

ServiceNow and Findem Integrate to power talent intelligence and hiring

Findem's talent insights and hiring capabilities are among the first integrated with ServiceNow's Talent Insights and Hiring Assistants, bringing deep external talent data into the experience HR and hiring teams already use.

For the Hiring Assistant, Findem sources candidates against the role, screens and assesses them, and verifies their qualifications, so hiring managers spend their time on interviews and decisions.

Findem's Talent Graph powers answers within the Talent Insights Assistant. Leaders can understand the talent market for the roles they hire into, see which companies are feeding their pipeline and which are drawing their people away, and succession plan with outside market signals.

ServiceNow and Deloitte are collaborating on HR and talent transformation

Deloitte, a leading implementation and transformation alliance for ServiceNow, is helping guide customers end-to-end on HR transformation, implementation, data labeling, and successful deployment of HR AI products, including voice, autonomous service desk, workflow management, and direct-to-manager hiring and talent intelligence.

"Talent transformation is more successful when managers can act on talent decisions in the moment, not weeks later," said Marc Solow, managing director, Deloitte Consulting, LLP. "ServiceNow's Productivity Assistants, powered by Findem, can help Deloitte clients move from requisition to offer and from workforce questions to answers."

Availability

Our Talent Insights, HRBP, Manager, and Hiring Assistants in Controlled Availability today.