

ENABLING NONPROFITS TO EMBRACE DIGITAL TRANSFORMATION

Nonprofit organizations operate with a noble cause to create a positive impact on health, society, and the environment by shifting organizational and shareholder focus away from purely commercial purposes. Nonprofits can gain competitive advantage by providing seamless digital experiences for employees and customers, and also by effectively managing enterprise assets. However, nonprofits are often challenged with limited resources, technical expertise, and budget constraints when it comes to deploying digital solutions.

With the ServiceNow low-code development platform, Exterprise has created quick start implementation programs specifically for nonprofits to streamline processes, improve service delivery, and enhance the overall experience for employees and communities served.

HRSDnp SOLUTION

HRSDnp is the ideal Human Resource Service Delivery solution for nonprofits to manage human resource-based work efficiently and safely. HRSDnp equips workers to effectively perform HR-related tasks such as onboarding, employee support, training, and other services. Besides out-of-the-box features and functions, HRSDnp will include advanced tools and capabilities from ServiceNow to streamline HR service delivery processes for nonprofits.

FEATURES / FUNCTIONS

Employee Center: Provide a single, unified portal to managers and employees for service delivery to keep everyone engaged, productive, and informed.

Now Assist: Accelerate productivity with generative AI experiences on the Now Platform, with features like case summarization, conversational exchanges and more.

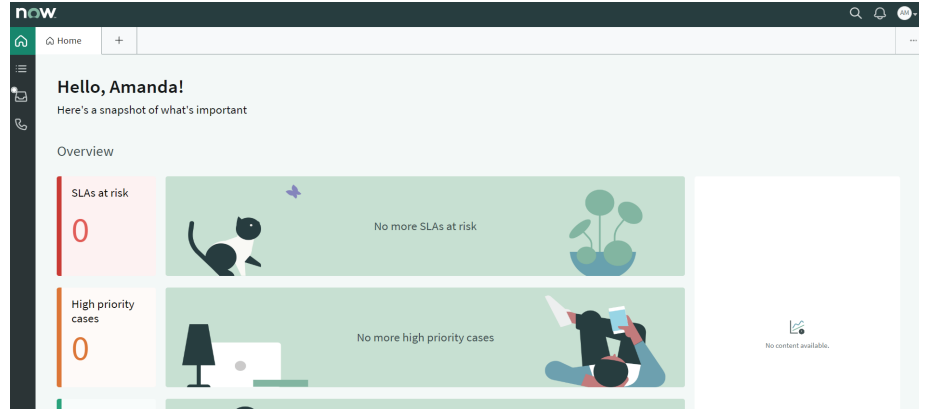
Number	Short description	State	Action status	Contact	Account	Assigned to	Assignment group	Priority	Channel	Opened	Updated
CS000072	ASUS A52 Power unit recall	Closed		(empty)	(empty)	Jodi Seals		3 - Moderate	Web	2020-11-20 11:26:42	2020-12-09 20:42:34
CS000095	Proactive Alert from Reward Processing that impacts multiple customers	Open	Needs attention	(empty)	(empty)	Grace Hopper	Customer Service Support	4 - Low	Alert	2020-11-20 13:22:53	2020-12-09 20:41:55
CS000156	Customer Complaint	Closed		(empty)	(empty)	Grace Hopper		4 - Low	Web	2020-11-21 15:41:00	2020-12-09 20:41:56
CS000213	New version	Closed		(empty)	(empty)	(empty)	Software Support	4 - Low	Web	2020-11-22 02:33:29	2020-12-09 20:42:03
CS000230	Play Upgrade	Closed		(empty)	(empty)	(empty)		4 - Low	Web	2020-11-22 08:07:18	2020-12-09 20:42:07

Now Mobile: Find answers, get help, and make requests across departments from a single, native mobile app.

Issue Auto-Resolution: Use AI-powered automation to identify, intercept and resolve routine employee requests/issues quickly.

HR Agent Workspace: Connect HR teams to the information they need fast, in a personalized workspace.

Case and Knowledge Management: Standardize documentation, interactions, and fulfillment to resolve employee inquiries and requests faster, delivering a better service experience.



TIMELINE

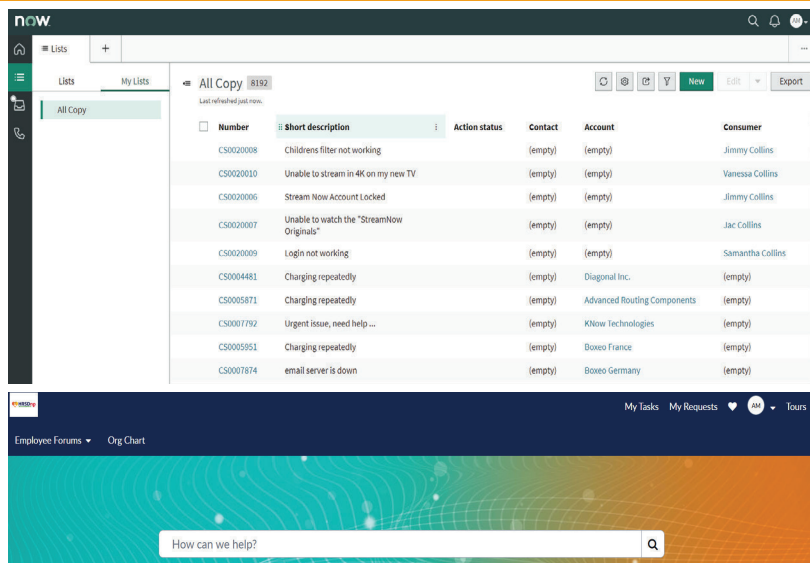
Six to Seven weeks of consulting, implementation, testing and go-live.

BUDGET

\$25,000 to \$30,000 with flexible payment terms. Exterprise will provide post go-live support for a period of two calendar months, for up to 20 hours a month. Nonprofit hourly rate: USD \$80.

NOTE: Integration with external applications, ServiceNow licenses purchased, migration of historical data and other customizations will affect the timeline and budget.

STRENGTHEN EMPLOYEE PRODUCTIVITY WITH ENTERPRISE WORKFLOWS THAT REACH ACROSS ANY DIGITAL CHANNEL.



Virtual Agent: Resolve customer/employee issues fast with an intelligent chatbot that understands simple, human language.

Employee Document Management: Provide a secure, unified view of employee documents with built-in support, from hire to retire.

Performance Analytics: Anticipate trends, prioritize resources, and continuously improve with real-time analytics.

Training: Exterprise will conduct three, one-hour, virtual sessions (limited to 5 trainees) to train on frequently used features and agent ticket handling functions. Advanced configuration functions/scripting will not be part of the training. Additional training sessions can be purchased.

EXTERPRISE is a pure-play ServiceNow consulting and implementation partner headquartered in Dallas, TX. With presence in USA, India, and Central America, Exterprise offers cost-effective and quick implementation of ServiceNow solutions for nonprofits. Exterprise's SOC2, ISO 27001 and HIPAA certifications give customers peace of mind and extra reassurance.