

**EVIDEN**  
an atos business

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# Enter the era of frictionless work

A sustainable and connected approach  
to optimize your people potential with  
ServiceNow and Eviden



Digital and distributed models are shaping the “new normal” for workers around the world as rapid social and technological changes give rise to new ways of working. According to [McKinsey](#), 87% of the workforce has the option to work from home one or more days per week.

While flexibility may look different to each person, there’s consistency across gender, age, and ethnicity—workers today want more say and autonomy in their work. Today, more than ever, leaders must inject flexibility and personalization into the work environment or risk losing employees while having difficulty attracting and retaining new talent.

Businesses can no longer afford to lag behind with lackluster employee experiences and disconnected digital technologies. That’s where the notion of frictionless working comes in. We must establish a more sustainable work-life balance—one characterized by enhanced ways of working, improved experiences, and underlying technology that’s so seamlessly integrated it’s almost invisible.

### What is frictionless working?

Encouraging, enhancing, and equipping new ways of working while seamlessly integrating technology to deliver a more friendly, intuitive, and people-centered employee experience.

Source: [Eviden](#)



# The realities of frictionless work

The past few years have proven that flexibility has a positive impact on employees and business. Research by [Deloitte](#) found that 94% say they benefit from work flexibility—citing improved mental health, less stress, and better work-life balance—while businesses realize improved productivity and better financial performance.

But as organizations adapt to this reality, many struggle to define a clear strategic vision for the future amid new challenges. The geographical expansion of the workforce threatens to open organizations up to security vulnerabilities and compliance gaps which can drive up IT costs and put the enterprise at risk.

At the same time, disconnected and siloed technologies can introduce friction and excessive manual effort for employees—draining away time and energy that could be used for higher value work.

Businesses are shifting their focus to engage and empower employees, but approaches that focus heavily on productivity often ignore the other aspects of humanity—leaving workers' holistic needs unmet and their potential unexplored.



82%

of employees feel it's important for their organization to see them as a person, not just as an employee.

Source: [Gartner](#)

Bridging the divide between home and work is about more than where people work. We're at a fundamental turning point where companies need to re-envision the employee experience—evolving the way people work.

ServiceNow and Eviden are transforming employee journeys and the digital workplace experience, so organizations can transition to the new world of work with a holistic, end-to-end people-centric managed service approach.

ServiceNow and Eviden help businesses liberate their people potential—turning technology into business value while unlocking creativity and collaboration.



Bridge the divide between remote and office-based models



Design for well-being and productivity will follow



Connect people, places, and platforms at work

# Bridge the divide between remote and office-based models

Businesses know they must provide a flexible and personalized working environment to attract and retain talent.

**Gartner** found that more than half (52%) of employees say flexible work policies affect their decision to stay at their organization. And while many leaders try to adapt to meet these expectations, security vulnerabilities and compliance can pose a threat. Not to mention potential performance and communication gaps that could arise between employees working remotely and in-office.

ServiceNow and Eviden help empower employees to work anytime, anyplace, on any device without compromising security, compliance, or governance.



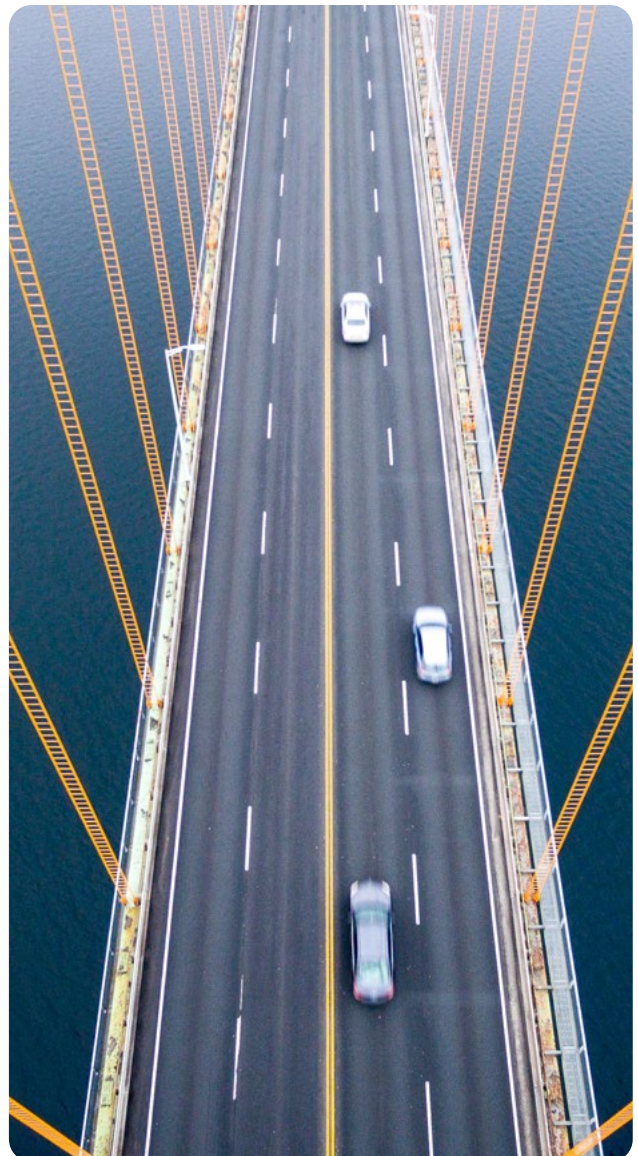
Benefit from Eviden's consulting capabilities and tools to create and manage a smart and safe workplace along with hybrid working solutions.



Provide more autonomous models for work with new social and collaborative experiences that use immersive technologies to connect people, no matter where they are.



Reduce your carbon footprint by motivating employees to adopt ESG practices in daily routines—creating small cultural changes that add up over time.



# Design for well-being and productivity will follow

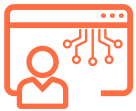
There are tangible benefits when employees feel seen and valued, with 74% of employees reporting being more effective at their job when they feel heard. Organizations also tend to see improved financial performance, increased productivity, and better engagement. Yet, 86% of employees feel people at their workplace are not heard fairly or equally.

Approaches that focus solely on productivity often leave workers feeling unsupported and unengaged. To liberate the potential of your people, looking at employees as individuals is a necessary mind-shift in the new world of work.

ServiceNow and Eviden put your people first to break through the productivity paradox—fostering innovation and engaging workers.



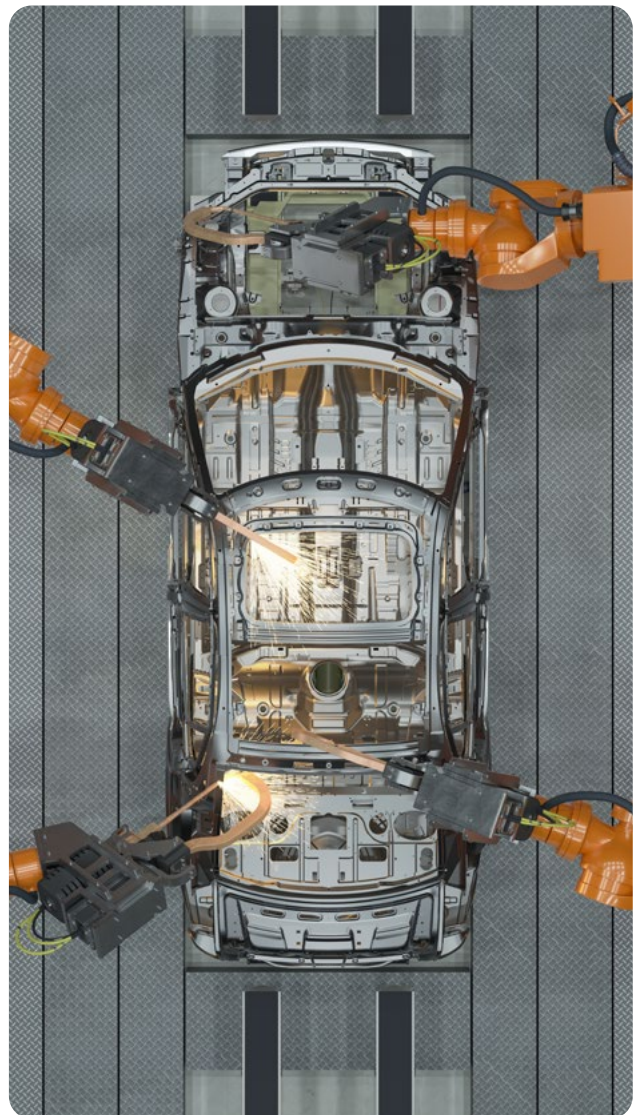
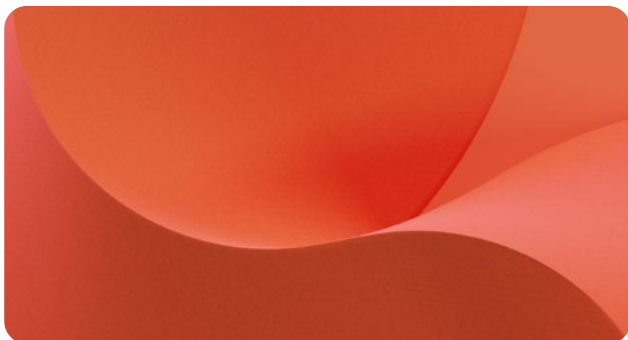
Effectively understand and act on employee sentiment by measuring, analyzing, and managing their experiences in real-time with tools like Voice of the Employee.



Support employee well-being while driving productivity gains with pre-configured, value-add moments that matter based on HR best practices.



Provide equitable access through hyper-personalized experiences that recognize each person's unique talents, needs, and background.



# Connect people, places, and platforms at work

Disconnected, siloed technology and processes can drain employees—holding them back from delivering on their full potential. According to Gallup, employees who are strongly connected to their organization’s culture are 3.7x more likely to be engaged at work.

While the value of connectivity isn’t new, today’s unique challenges involve creating this same sense of connectivity for people no matter where, when, or who they are working with. When the right technology is implemented and optimized, employees can thrive.

ServiceNow and Eviden help empower employees to work anytime, anyplace, on any device without compromising security, compliance, or governance.



Build the right solutions for your needs with Eviden’s digital workplace expertise and industry leadership—combining design thinking with an understanding of unique cultural challenges.



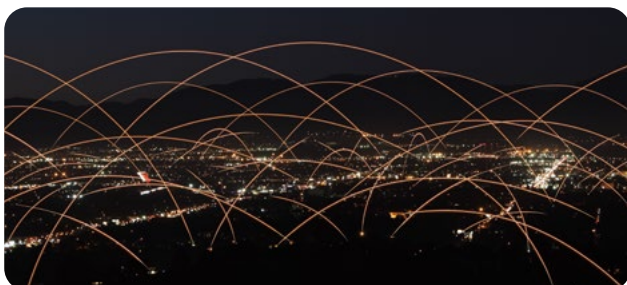
Help employees seamlessly navigate all the services needed throughout their careers with an enterprise portal powered by ServiceNow.



Shift from service level agreements (SLAs) to eXperience level agreements (XLAs) with end-to-end experience as a service linked to business KPIs and outcomes.

“By being intentional about how culture is communicated and demonstrated through the organization, leaders can ensure that employees across geographies, teams, and work locations maintain a strong sense of connect to who the organization is and what it stands for.”

Source: [Gallup](#)



# Enter the era of frictionless work with ServiceNow and Eviden Digital Workplace

The age of the employee is here. Workers are calling for greater flexibility and an increased level of trust when it comes to where and how they work. Organizations can build solutions tailored to their needs with expertise and leadership from Eviden, combined with the designed thinking, understanding of unique cultural challenges, and enterprise portal from ServiceNow.

[Contact us](#)

With the right balance of technology, connectivity, and flexibility organizations can drive frictionless work—solving the productivity paradox while delivering business value.





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