

AB Agri implements ServiceNow HR Service Delivery to elevate the employee experience

Using ServiceNow to automate routine processes, boost HR productivity, and introduce self service capabilities

"HIVE allows us to create a central one-stop shop for all our HR and payroll queries. We've already seen a positive difference since the tool's rollout, with our global colleagues using the system to get the information and answers they need quicker and easier than before – through the live chat, mobile app, and the employee portal. HIVE has also freed up time for our wider HR colleagues and line managers, who no longer answer these queries, as people can come to us directly. We're looking forward to seeing the difference HIVE makes to our business as we continue to adopt the tool." **Louise McEachran, Head of People Services, AB Agri**

The client

AB Agri is a £1.2 billion global agri-food business, and as the agricultural division of Associated British Foods, they focus on animal nutrition and agricultural services.

The company employs more than 3,000 multi-lingual people in the UK and overseas, across a range of professions.

They supply products and services to farmers, feed and food manufacturers, processors, and retailers selling products in more than 70 countries.

The challenges

AB Agri needed to simplify their employees' work lives and productivity by transforming and automating HR processes.

Historically, the lack of digitization and innovation was proving time-consuming, especially to employees without access to company devices.

No centralised HR Case Management system meant there were inconsistencies in HR responses, and these irregularities as well as performance metrics generally were difficult to analyse.

Separate systems held employee data and documents, making the HR workflows challenging and cost ineffective.

The solution

To support AB Agri requirements, Engage ESM, the Atos ServiceNow practice, used a Jumpstart blueprint approach and created and implemented a new customized HR tool named HIVE.

The new solution concentrates on the core HR modules, while also integrating to SuccessFactors to improve the reliability and accuracy of employee data.

The ServiceNow implementation enables AB Agri to benefit from consistent HR processes, with all the advantages a single platform brings, including better analytics. This is alongside the introduction of self-service, and the foundations to support a growing knowledge base.



Streamlined, consistent HR processes and responses



695 solved cases in first 2 months of going live



Enhanced employee experience with self-service capabilities