



***THE NEW AI OPERATING MODEL
FOR EMPLOYEE EXPERIENCE:***
*FIVE MOMENTS THAT DEFINE THE
MODERN EMPLOYEE JOURNEY*

IMAGINE A SINGLE FRONT DOOR FOR EVERY EMPLOYEE, EVERY AGENT, AND EVERY SYSTEM.

Businesses are looking to AI to simplify user experiences and automate work, such as automating the routine tasks that employees spend hours on every week and serving up synthesized content from disparate systems, reducing the need for platform swivel and human-led case management. But many AI investments remain stuck in pilot phases and installed within fragmented systems, leading to incremental improvements and modest impact. The gap between AI ambition and execution is referred to as the AI Reality Gap; as it continues to grow, enterprises are feeling the impact across efficiency and experience.

Deloitte and ServiceNow close the AI Reality Gap with ServiceNow EmployeeWorks: An AI front door where intent is translated to action.

And that's because leading organizations are rethinking work itself, focusing on these five moments that have the greatest impact on employee performance, retention, and overall experience:

- 01 THE MOMENT EMPLOYEES** *ASK FOR HELP*
- 02 THE MOMENT WORK** *NEEDS TO GET DONE*
- 03 THE MOMENT SYSTEMS** *COME TOGETHER*
- 04 THE MOMENT SERVICE TEAMS** *SHIFT FROM REACTIVE TO PROACTIVE*
- 05 THE MOMENT AI** *BECOMES PART OF EVERYDAY WORK*

01

THE MOMENT EMPLOYEES ASK FOR HELP

THE CHALLENGE

Employees want answers in seconds, not endless searching through portals or maneuvering between platforms to file a single ticket. But when organizations rely on siloed systems and outdated service models, employees are forced to navigate complexity just to get basic information. The result? Wasted time, inconsistent experiences, and rising service costs that scale as employee frustration peaks and demand grows.

THE SOLUTION

What if your workforce had a single chat-based AI front door where employees ask and get results fast? Behind the scenes, AI could connect knowledge, systems, and workflows to deliver accurate, personalized, and context-aware responses in real time. And, as adoption increases across the business, AI can begin to automate routine requests, changing how your employees actually work. Deloitte brings this enterprisewide orchestration to life, connecting your technology ecosystem, activating enterprise and external knowledge sources, and ensuring interactions are expeditious, accurate, and scalable.

THE IMPACT

- ✓ **Answers at the speed of work:** Instant, personalized responses with no portal hopping or delays.
- ✓ **Demand disappears, not just deflected:** Routine requests are resolved automatically, reducing service load at scale.
- ✓ **One place to go, one way to work:** A seamless, conversational experience replaces fragmented employee journeys and inconsistent experiences.

IMPACT IN ACTION

96,000+ employees at a leading medical manufacturer gained access to an integrated HR AI assistant deployed globally. With Moveworks activated within their daily tools, the organization reduced swivel-chair processes and operating expenses while improving employee experience through faster, more personalized self-service support.



02

THE MOMENT WORK NEEDS TO GET DONE

THE CHALLENGE

And employees don't just want answers to their questions; they want to take action. Yet most enterprise processes are still fragmented across systems, approvals, and manual handoffs, slowing execution and creating friction at every step. What should take seconds turns into hours (or days), driving inefficiency, frustration, and lost productivity.

THE SOLUTION

Intelligent enterprise AI can transform intent into action. It doesn't just answer questions; it automatically moves work forward. Employees submit requests, and autonomous workflows update systems, trigger approvals, and complete tasks end-to-end. Deloitte initiates this shift with ServiceNow EmployeeWorks by orchestrating workflows across the enterprise, reimagining processes for high-value and high-volume use cases, and scaling agentic automation where it matters most.

IMPACT IN ACTION

100,000+ employees at a global healthcare provider gained access to Moveworks as an agentic engagement layer deployed by Deloitte, enabling enterprise search, HR and IT ticketing concierge capabilities, and custom use cases designed to future-proof the organization's new employee intranet.

THE IMPACT

- ✓ **From request to resolution instantly:** Employees complete tasks in a single conversation, without tickets or follow-ups.
- ✓ **End-to-end automation at scale:** Workflows execute seamlessly across systems, eliminating manual handoffs and forgotten tasks.
- ✓ **Productivity unlocked:** Employees and service teams spend less time managing case loads and more time moving the business forward.



03

THE MOMENT SYSTEMS COME TOGETHER

THE CHALLENGE

The modern enterprise runs on hundreds of technologies. And employees feel the pain when those platforms are siloed. Critical workflows span front, middle, and back office functions, yet remain disjointed, requiring employees to determine who owns each request when navigating handoffs, re-entering information, and chasing progress across teams. Complexity isn't just a technology problem; it's a productivity problem.

THE SOLUTION

Leading organizations are moving from basic integration to orchestration. And ServiceNow EmployeeWorks seamlessly connects workflows, data, and systems behind the scenes. Employees experience one interaction, while the platform coordinates actions across applications, agents, and teams. Deloitte designs and operationalizes this ecosystem, turning fragmented platforms into a unified, intelligent experience.

IMPACT IN ACTION

50+ AI use cases were deployed across three global releases at a global engineering company through Deloitte's implementation of Moveworks' AI assistant and complex agentic workflows, delivering instant support at scale.

THE IMPACT

- ✓ **One experience, many systems:** Employees interact through a single interface while workflows execute across the enterprise.
- ✓ **No more swivel-chair work:** Data, context, and tasks move seamlessly without rework or manual coordination.
- ✓ **Enterprise complexity, simplified:** Disconnected systems operate as a unified, orchestrated engine for getting work done.



04

THE MOMENT SERVICE TEAMS SHIFT FROM REACTIVE TO PROACTIVE

THE CHALLENGE

Responding to requests. Managing queues. Doing more with less to keep up with demand. This is the reality of teams that react to demand instead of reimagining it. As requests grow, costs rise and service quality becomes harder to maintain. In the end, this model is inefficient and unsustainable in any enterprise.

THE SOLUTION

AI doesn't just respond, it acts. Conversational, contextualized AI anticipates, resolves, and prevents issues before they happen, flipping the operating model from reactive to proactive. Repetitive requests are handled autonomously, insights surface emerging patterns, and service teams shift from managing demand to eliminating it. Deloitte helps redesign service operations around this new paradigm, ensuring AI is embedded into workflows, governance, and enterprise performance.

THE IMPACT

- ✓ **Demand reduced at the source:** AI resolves and prevents issues before they reach service teams.
- ✓ **Lower cost to serve, at scale:** Automation reduces reliance on manual support and continuous load balancing efforts.
- ✓ **From operators to innovators:** Service teams focus on strategic initiatives, not repetitive work.

IMPACT IN ACTION

90,000+ employees at an oil and gas organization gained access to a Moveworks-integrated AI assistant deployed by Deloitte, optimizing and localizing knowledge and content to deliver targeted support across geographies while reducing HR case volumes and spend.



05

THE MOMENT AI BECOMES PART OF EVERYDAY WORK

THE CHALLENGE

For many employees, AI is seen simply as one of many tools within their toolkit. Despite enterprise communications, AI becomes something employees use occasionally rather than something embedded in how work gets done. The result is sporadic adoption, inconsistent value, and missed opportunity. Without integration into everyday work, AI remains an experiment rather than a core driver of enterprise transformation.

THE SOLUTION

It's time to embed AI into the fabric of daily work. AI now works alongside employees, understanding context, coordinating actions, and continuously improving outcomes across functions. Employees don't have to toggle between tools or think about when to leverage AI; they work. Deloitte helps scale this vision across the enterprise as the leading systems integrator for Moveworks, turning isolated use cases into a connected, evolving, and future-proofed AI ecosystem.

IMPACT IN ACTION

70+ countries underwent HR and finance service modernization from a multi-national energy company through integration of a proactive, AI-enabled solution and AI fluency program designed to drive adoption across the workforce.

THE IMPACT

- ✓ **AI becomes invisible and indispensable:** Employees don't "use AI." They experience work that flows at machine speed.
- ✓ **Enterprisewide intelligence at scale:** AI supports every role, function, and workflow with contextual, real-time assistance.
- ✓ **A new way of working:** Organizations move beyond automation to a fully AI-enabled operating model where humans and machines collaborate to accelerate productivity and unlock innovation at scale.



REIMAGINE THE WORLD OF WORK *WITH SERVICENOW EMPLOYEEWORKS*

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