

# Taste the feeling of flexibility

ServiceNow helps Coca-Cola to make employees' lives easier at the world's largest bottling company

## Job to be done

Setting a digital-first, self-service mindset for employee productivity and engagement

## Solutions to do it

- ServiceNow® HR Service Delivery
- ServiceNow® Safe Workplace

## What we did

Provided a one-stop digital workflow platform for employees

## World's largest bottling company in revenue

Coca-Cola Europacific Partners (CCEP) is the world's largest bottling company. Combining the strength and scale of a large, multinational business with expert, local knowledge, it operates across 29 countries, serving more than 600 million consumers, and employs over 33,200 people from around the world. The business generates over €15 billion in revenue.



In five to ten years that interface will look completely different. And that's where we're headed. This whole idea of Google search typing and things will appear. Then it gets even more productive.

### Nico Orié

VP People & Culture  
Strategy & Operations  
Coca-Cola Europacific Partners

## Creating a one-stop digital workflow platform

CCEP's employees and workplace culture are at the heart of its success. The organization wanted to better serve its staff by simplifying and harmonizing HR processes, supporting the best possible employee experience. A one-stop digital platform was envisioned to transform these processes, do away with repetitive tasks, and contribute to a healthy workplace culture.

## CCEP unlocked

**1M**

hours of productivity for employees

## With

**>23K**

employees using the system

## And just

**2**

weeks to deploy Safe Workplace solution

## Employee drives workflow

ServiceNow HR Service Delivery creates an employee engagement platform that empowers the employee to access important HR information, from onboarding to organizing work and leave days. Designed and implemented by Deloitte, the platform streamlines service delivery of key business functions while harmonizing processes across the organization. Central communication channels allow employees from across Europe to access relevant information.

“ Today, everything is personalized and localized. You can't put a price on what that means for employee engagement.

**Paul Ewin**

Director of HR Technology  
Coca-Cola Europacific Partners

## Unlocking one million hours of productivity

CCEP has given back one million hours in a three-year period to its multi-generational employees through the digitization of its HR functions. That means one million hours in productivity, while offering flexibility. It intends to give back another half a million by the end of 2021. CCEP wants to empower HR to take charge of digitization through coding improvements on user interface and user experience for its workforce.

## Towards making life easier

Simplification of HR functions supports great employee engagement. Better engagement means better focus on the business. With flexibility comes trust in digitization and empowerment for its staff. CCEP values human connection and wants to do away with processes for more time in communication. Pivoting from the challenges of virtual working, HR processes will be fine-tuned to improve user experience.

## Now you know how work can work better.