



Best Employee Experience Contest 2026

servicenow

Contents

Employee experience isn't a portal anymore	3
The only AI front door that gets work done	4
Best Employee Experience Contest 2026	5
Stellantis	6
NBA	7
Keurig Dr Pepper	8
Siemens	9
Lennar	10
Remaining Top 10 finalists	11
From inspiration to action	13

Employee experience isn't just a portal anymore

Let's be honest, most employee portals are still digital filing cabinets. Employees check a policy, submit a ticket, and then jump right back into the same scattered mix of emails, chats, and disconnected systems.

Then AI showed up. Not to clean it up, but to pile on. One tool searches content. Another automates IT tickets — but only IT tickets. Another is locked inside an ERP. More entry points, same fragmentation, and employees left with more homework.

Our top 10 winners took the experience further with ServiceNow, delivering a single, AI-powered front door where work across the enterprise doesn't just get routed or summarized. It gets done. This year's winners are setting the pace — and their employees feel it every day.

What it takes to win



Designed for the employee. Not the department. The best experiences revolve around how people work, not how the org chart is drawn.

AI is how work gets done. From conversation first, to search summarization, and autonomous case resolution, AI cuts friction at every step.

One AI front door. Our finalists connected systems, data, and workflows so employees never have to guess where to go.

The only AI front door that gets work done

AI is raising the bar for what fast and easy feel like in our consumer lives and shaping new expectations at work. But getting work done still means navigating portals, chasing approvals, and now bouncing between a growing mix of AI tools to do one thing here and another there.

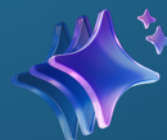
ServiceNow EmployeeWorks is an AI front door where experience finally meets execution. A conversation-first experience directly connected to autonomous workflows, so any ask triggers the right actions and processes that span your enterprise, all governed by your business context, policies, and playbooks.

This is AI that doesn't just talk. It works.

Learn more about our

AI front door solution

ServiceNow EmployeeWorks



Search and action

Employees ask a question and get work done. AI finds the answer, takes the next step, and resolves it without bouncing between systems.



Works with any system

Workday, SAP, SharePoint, Teams — whatever you run. This is one front door that reaches into any system so employees never have to.



Knows your context

Grounded in your policies, playbooks, and organizational knowledge — so every answer and workflow executes the way your business actually runs.

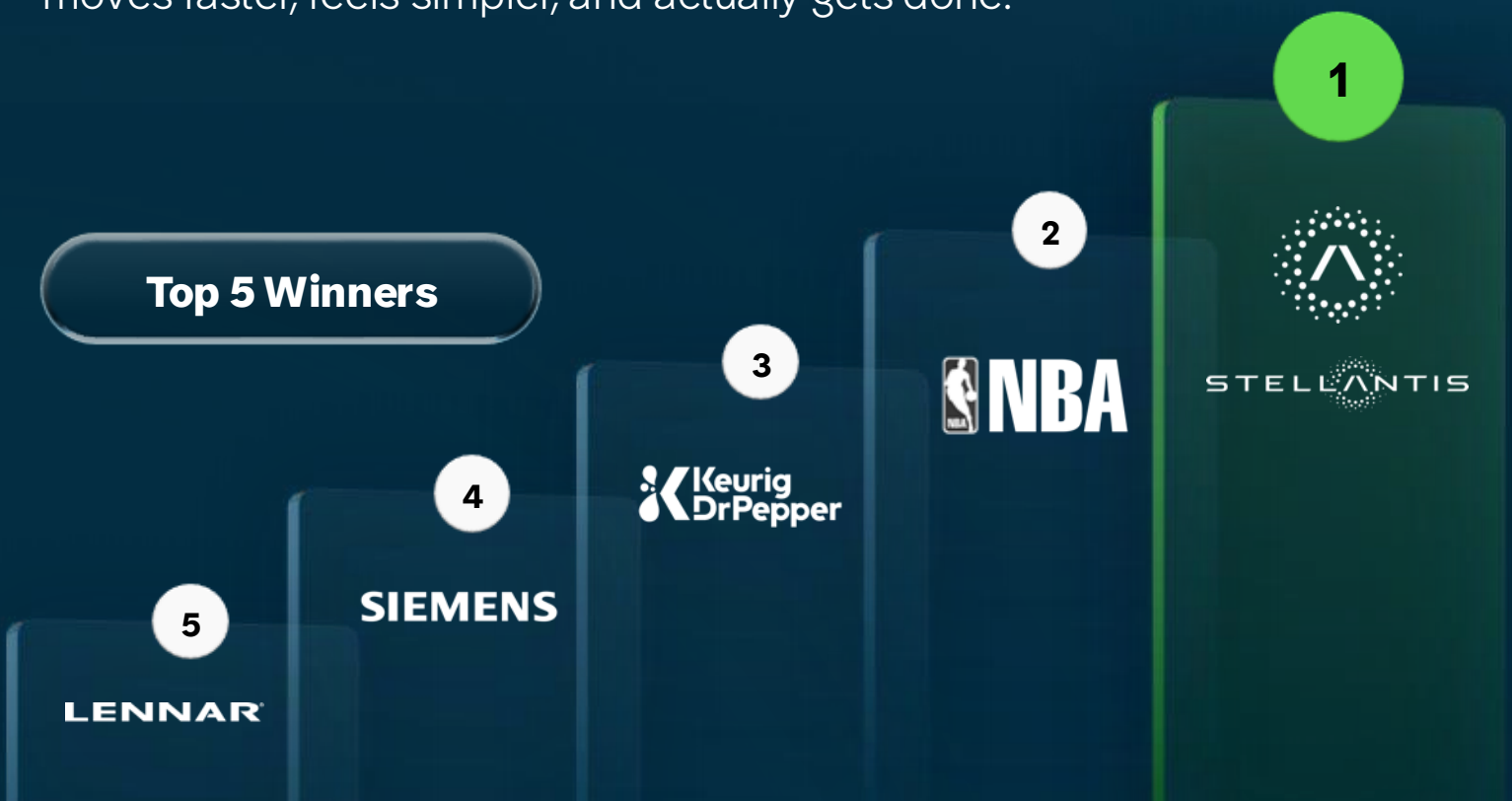
Best Employee Experience Contest 2026

This year's contest made one thing clear: a new way of working is taking shape.

The Top 5 are leading the way, delivering AI-powered employee experiences with ServiceNow, where work moves faster, feels simpler, and actually gets done.



Top 5 Winners



**AI that's not just talk.
ServiceNow works.**





Stellantis

Half a million employees. Eight languages. 38 product teams building simultaneously on a single instance. Stellantis didn't just build an employee portal — they rebuilt how an entire global enterprise gets work done. Digital Me is the front door to it all, powered by AI as the conversational backbone, connected to the systems employees actually use, and governed with their business context and policies.

When they moved sourcing support in and connected it to their purchasing tool, tickets dropped 50% in weeks. That's not a proof of concept. That's what winning at scale looks like.



Am I getting the right information faster? Is it taking me to the next step? That's the key—search, get an answer, and move on.

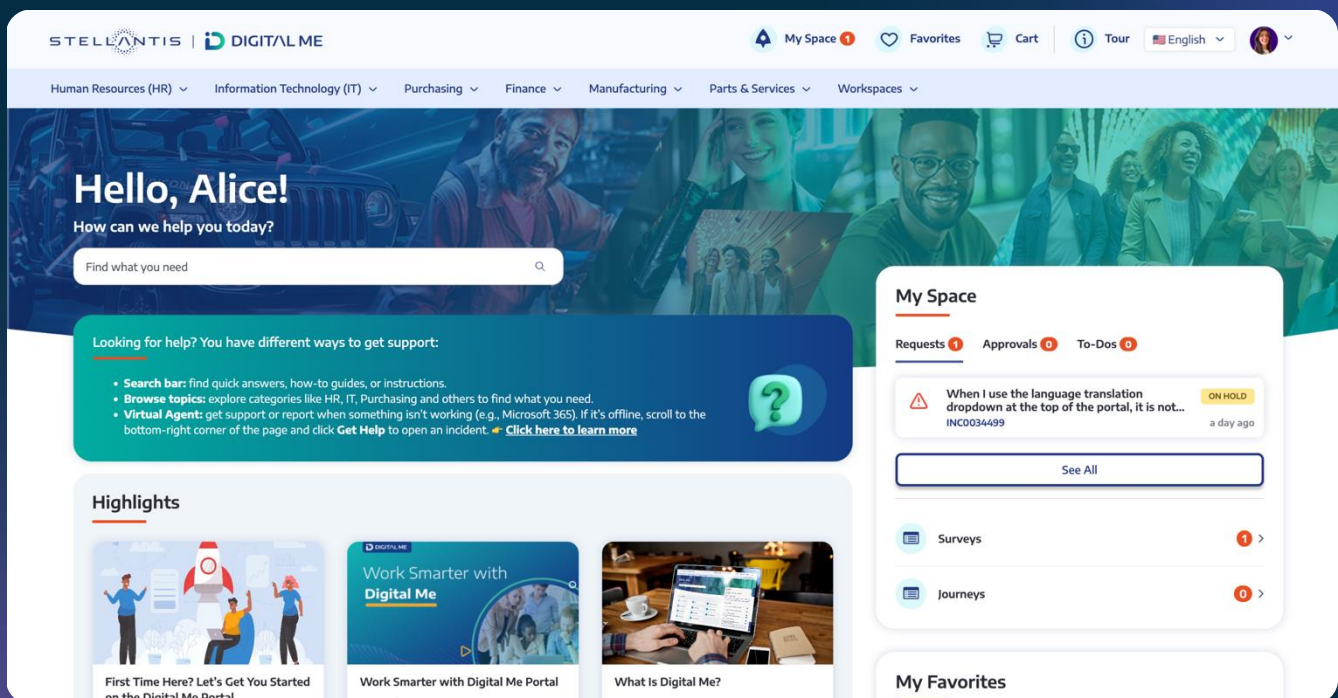
Dean Gibbins.
Senior Program Manager
Stellantis

50%

Ticket reduction within weeks of go live

79%

System usability scale score





NBA

The NBA turned three disconnected portals into one place employees actually want to go. Home Court pulls in data from Concur, Workday, and other systems — so expense reports, wellness balances, and training tasks surface before you even think to look.

AI handles the questions, with answers grounded in NBA's own content, not the open web. And they're just getting started — converting their service catalog into conversational AI so employees can just ask to get work done.

75%

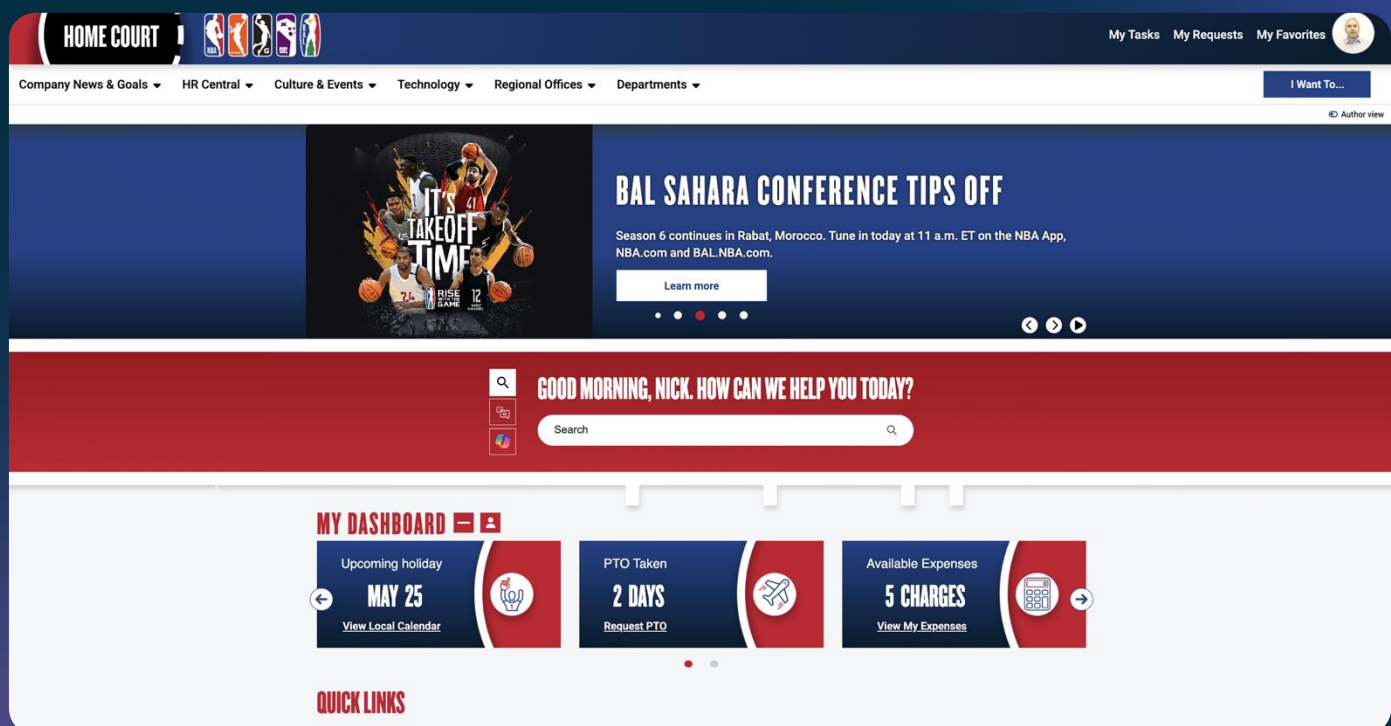
Of employees report increased productivity

61%

Search deflection rate

38%

Of agent time saved with self-service





Keurig Dr Pepper

Keurig Dr Pepper merged two companies in 2018 and eliminated one employee question: where do I go? MyKDP became the answer — one portal, built employee-first, designed down to where the buttons live on mobile. They scrapped disjointed departmental tech and finance portals and replaced them with universal intake: describe what you need, and AI routes it.

AI also powers the search, handles summarization, and auto-resolves cases in seconds that used to take two days. And they're not stopping there — MyKDP is the front door for every AI agent, Copilot included.



No longer do you have to remember what portal you're going to. You don't have to know if it's an incident or a service request. Just describe the work you're looking for."

Jason Haines
Senior Director, Employee Experience, KDP

6 seconds

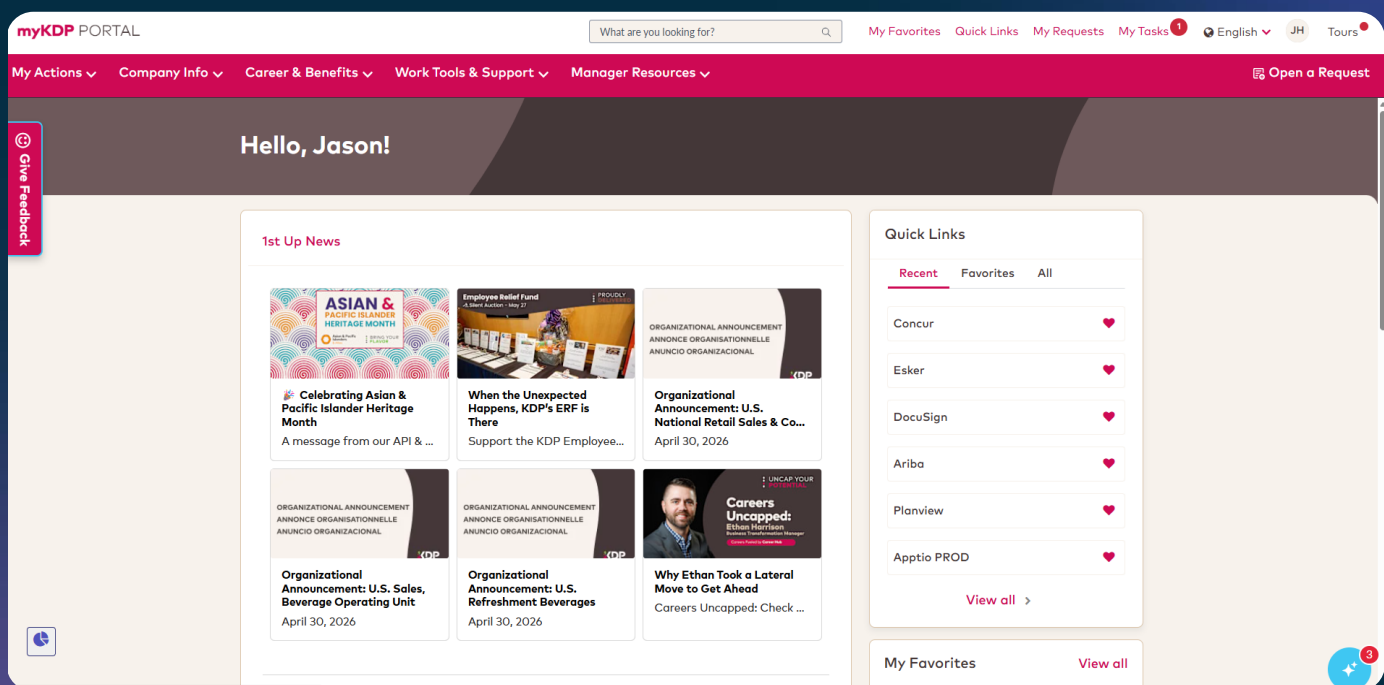
Instead of two days to resolve HR cases

25%

Of HR agent time freed by AI

91K

Total monthly active users





Siemens AG

Siemens operates across 143 countries, and they had a simple problem: employees didn't know where to go. Three years ago, they bet on Moveworks and ServiceNow to deliver an experience employees would actually use.

Today their MyIT Digital Assistant handles 140,000 conversations a month, while IT fulfillers on the backend leverage AI to deliver faster support experiences. The vision: a conversation-first experience connected to workflows that execute, so employees just ask and get what they need.

94%

Of service requests fully automated

1.7M

Employee interactions per month

140K

Virtual agent conversations per month



The screenshot shows the Siemens myIT digital assistant interface. At the top, there's a navigation bar with 'SIEMENS myIT' and various menu items like 'Discover & Order', 'IT Initiatives', 'Consultancy', 'Support', 'My Services', 'My Tasks', 'My Requests', and 'Contact Service Desk'. The main content area starts with a personalized greeting: 'Good morning, Roland!' followed by 'Your IT workspace is ready - Let's start the day.' Below this is a search bar with the placeholder text 'Type to search...'. To the right of the search bar is the 'myIT' logo. The interface is divided into several sections: 'Major Incident' with a list of incidents (e.g., 'Internet is inaccessible for users at Congleton (CON) 3h ago'), 'Popular topics' with icons for 'IT Asset Management...', 'Siemens Financial Services', 'CCSO for Service & Governance', and 'Smartphones', 'My Tasks' with a list of tasks, requests, and surveys, and 'Your IT Costs (FY26)' showing a cost of '111,30 €' for 'This Fiscal Year'.



Lennar

Lennar's workforce is spread across job sites, model homes, and divisional offices — and they needed one place to bring everyone together. HR, IT, and comms joined forces on a single experience powered by ServiceNow, and 20 departments voluntarily came along.

AI does the heavy lifting, searching across safety manuals, video transcripts, HR knowledge to deliver instant and accurate answers.

As soon as we were able to show them what we had designed in Employee Center, we had 20 departments voluntarily say, I want to get out of my SharePoint—I want it all to be on Home at Lennar."

Logan Wallick,
Sr Director, HR Operations, Lennar Homes

98%

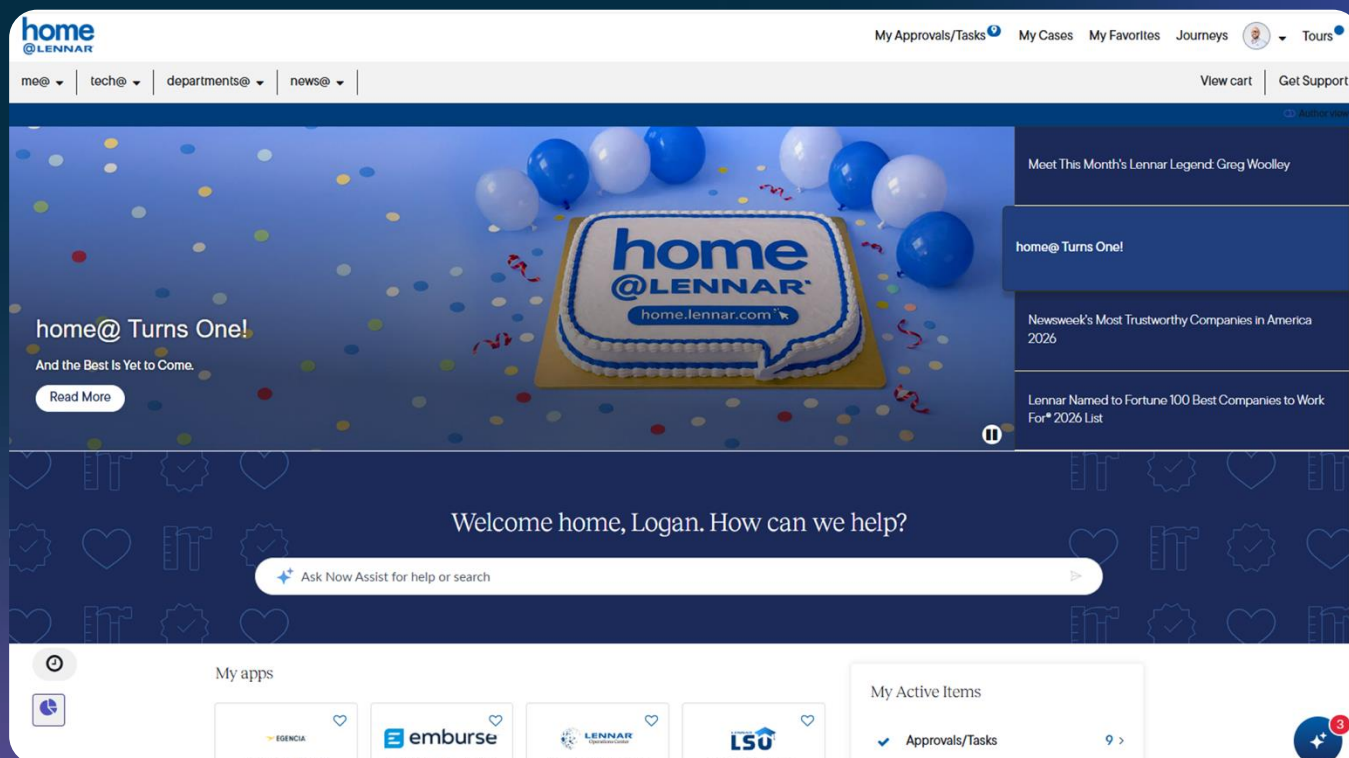
Ticket deflection

88%

Search deflection

80%

Of associates visit weekly



DFI Retail Group

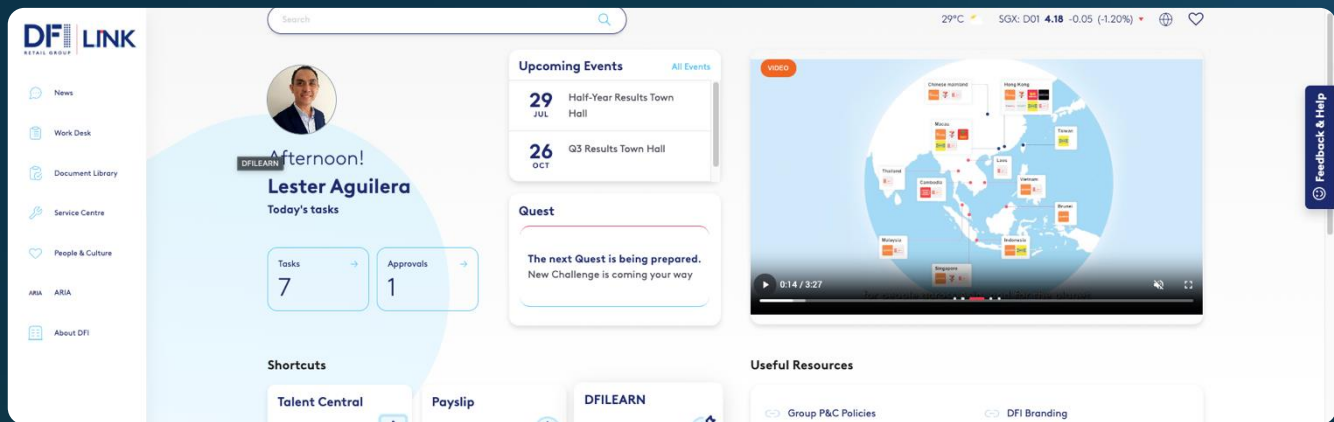
A single destination for 5,000+ office employees with digitalized onboarding and self-service workflows—frontline rollout to 15,000 store employees underway.

\$1.1M

Cost savings annually

50%

Case deflection

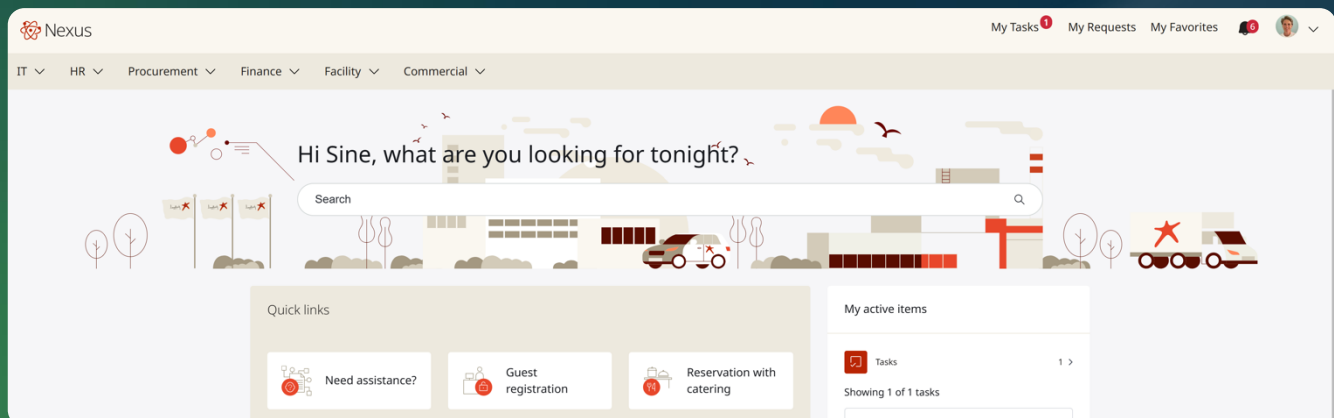


H. Lundbeck

One portal replaced 100+ shared mailboxes across IT, HR, finance, procurement, and facilities—with support in 30+ languages for global affiliates.

151K hours

Saved annually, 50 hours/month back to agents



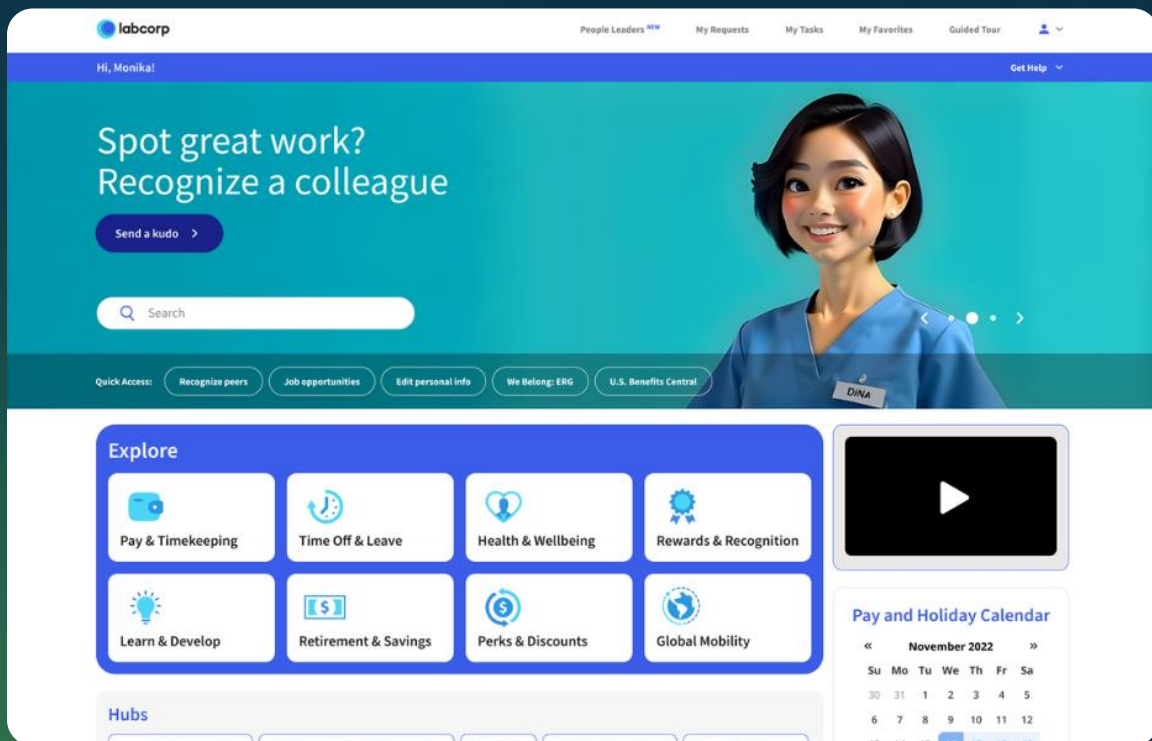
Labcorp

Labcorp's workforce is 70% deskless—medical techs, phlebotomists, and couriers who need HR answers fast so they can get back to saving lives. HR Central, their unified employee destination, delivers: 1,000+ fewer case transfers since launch, 90% search deflection, and 125,500 minutes saved per month.

Next is DiNA, an AI-powered assistant that answers HR questions and completes tasks directly in Workday, without employees ever having to think about which system to go to.

90%
Search deflection

\$1.2M
Annual productivity impact



Medtronic

Medtronic's workforce is nearly 50% deskless manufacturing employees who can't step away to call HR.

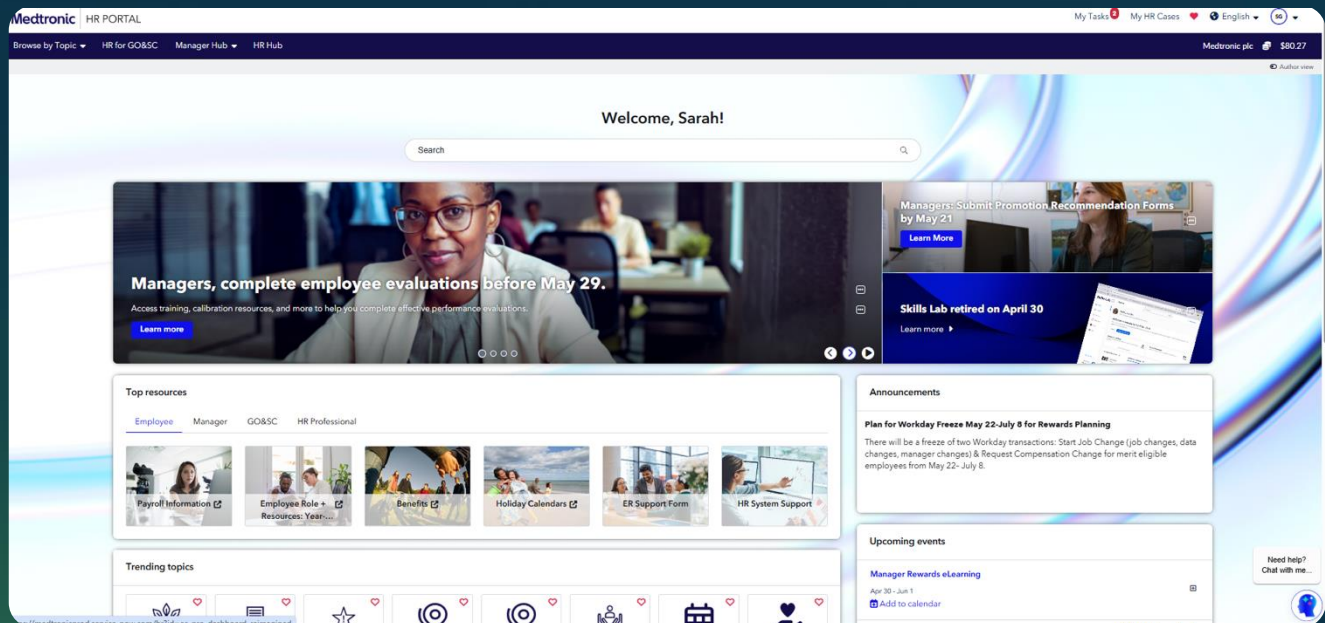
They deployed Moveworks—branded internally as "HRmony"—to give employees answers on the spot across ServiceNow, Workday, and their policy portal. Case deflection is above 50%, and HR teams are spending less time on repeat questions.

100+

Custom AI use cases

77%

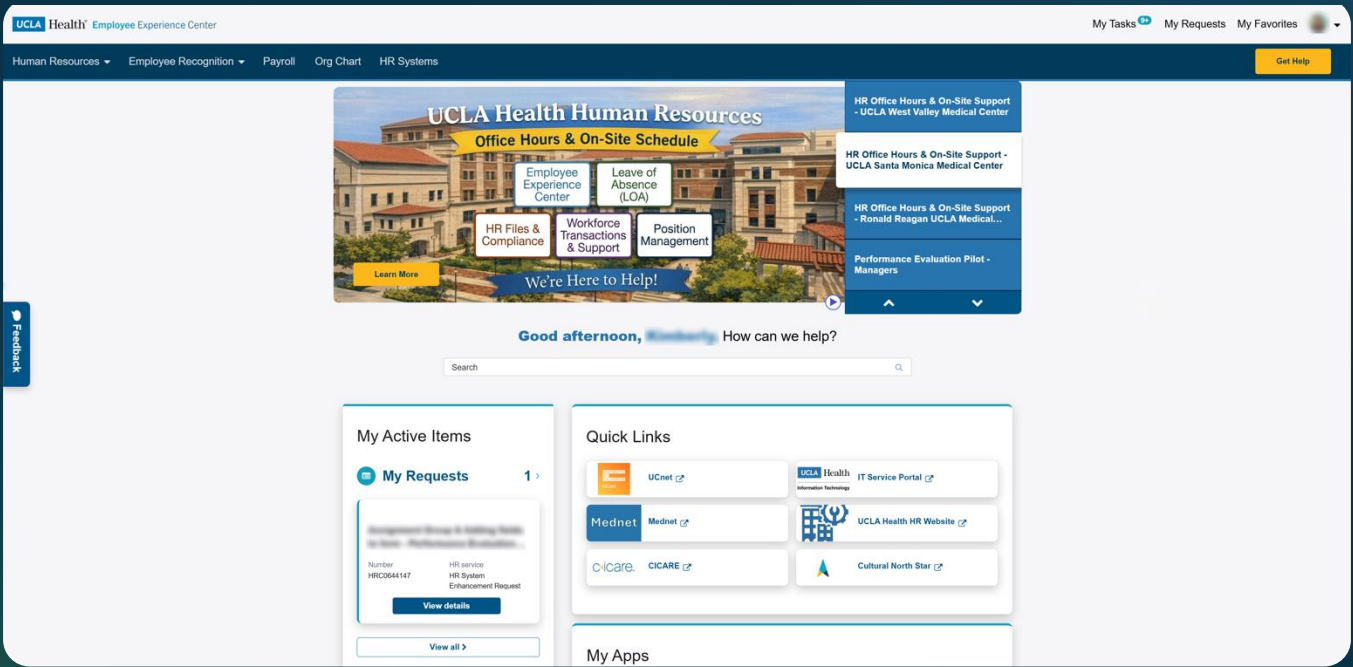
Ticket deflection



UCLA Health

UCLA Health consolidated a fragmented HR portal into a unified employee and manager experience, automated leave tracking through a two-way UKG integration, and hit 70% case deflection with AI Search.

70%
AI Search and
ticket deflection



A man with grey hair, wearing a dark suit jacket over a patterned shirt, is leaning over a desk. He is pointing his right index finger at a laptop screen. The laptop screen displays a complex software interface with various charts and data points. The background is slightly blurred, showing a modern office environment with white walls and a desk lamp.

From inspiration to action

The 2026 Best Employee Experience Contest finalists are leading by example, delivering experiences their entire workforce can rely on, from deskless to desk-based, across the enterprise in one unified front door.

They show what happens when great experience meets real execution. With AI connected to data and workflows on one platform, work doesn't just get summarized, it gets done. Requests complete, processes run across systems, and employees stay focused on the big work.

Ready to build yours?

Learn how ServiceNow EmployeeWorks can help reinvent your employee experience.

[Learn](#)

Questions about the contest?

bexc@servicenow.com

