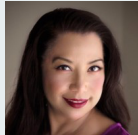ServiceNow's purpose is simple but impactful: "to make the world of work, work better for people."
By crafting digital workflows for IT, employees, and customer support, ServiceNow simplifies how work gets done.
It's how they've been able to help drive widespread digital transformation for their 6,200+ global customers.

> *"I'm proud of how ServiceNow transitioned more than 12,000 employees to remote work overnight.*
> *As a high-growth workflow company, the hiring didn't stop, and it was important for us to continue*
> *to provide great candidate experiences. HackerRank was with us every step of the way as we transitioned*
> *to digital recruiting, enabling our team to meet the high demand for virtual interviews."*

Nancy DeLeon, Director, Global Talent Acquisition at ServiceNow

How HackerRank Helped ServiceNow Maintain a Robust Engineering Recruitment Strategy During A Pandemic

In response to COVID-19, ServiceNow took its entire hiring process online—which meant a transition
to remote interviews. While ServiceNow employees adapted to this new form of work, many companies
around the world began to freeze or slow hiring.

Hiring at ServiceNow increased as the pandemic put digital transformation at the top of every company's
priority list. To keep up, Nancy and the ServiceNow team shifted the Americas engineering organization
to an exclusively remote hiring process as quickly as possible.

Challenge: Design and Implement a Remote Hiring Process In Two Weeks

Like many companies, the onsite interview was a core component of ServiceNow's technical hiring process.
But that changed quickly once employees started working from home.

That challenge was amplified by the fact that ServiceNow had a high-volume candidate funnel.
Granting employees access to remote interviewing tools wasn't nearly enough. It necessitated a complete
revamp of their hiring approach. It also meant they needed to train and onboard their hiring stakeholders
across the Americas to ensure a smooth transition.

> *"It was no small task to train a global engineering team, our recruiting team,*
> *and our talent acquisition operations team on new digital processes.*
> *We accepted the challenge together with HackerRank and have been able to quickly shift*
> *to an amazing remote hiring experience for candidates."*
> — Nancy DeLeon, Director, Global Talent Acquisition at ServiceNow

HackerRank

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Transitioning the engineering organization from on-site to remote interviews required educating the hiring organization—from recruiting, to engineering, to operations— on how to facilitate and run technical interviews remotely.

Solution: Partner with HackerRank Customer Success to Create a Skills-First Remote Hiring Process

2	**289**	**800+**
Week transition from onsite to remote interviews	Stakeholders trained and onboarded	Remote interviews conducted in less than two months

Nancy's team implemented training across all key stakeholders and their teams. With the support of HackerRank's customer success team, documentation was created to help educate stakeholders on the new process.

To help stakeholders ramp up, they enlisted the HackerRank customer success team to provide job aids for their knowledge base. From there, Nancy's team created a knowledge base with information on how to schedule interviews, find interview questions, and more. Having a central point of reference was a core driver in helping the team transition. Interviewers' comfort with this new process was key in facilitating a positive candidate experience.

> *"The interviewers were able to find the questions right away. They were able to implement the questions—and the best part was the whiteboarding aspect, which made it very easy. And on the candidate side, they felt that they were able to really showcase and highlight their skillset."* — Nancy DeLeon, Director, Global Talent Acquisition at ServiceNow

Want to learn more?

[Request Demo] [Free Trial]

Or visit HackerRank.com