

Ondaro

# Proactive Health & Safety: Reducing Risk and Strengthening Compliance with ServiceNow

# Agenda >

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1. Intro
2. Health & Safety Overview
3. Client Story: Avalara
4. Demo
5. Q&A

# Introductions



**Jeff Butler**

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**Derek Nohr**

Director, Corporate Solutions  
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**Heather Hubert**

Advisory Solution Consultant -  
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**Claire Russell**

Staff Outbound Product Manager  
- Health & Safety  
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# Ondaro is the only pure play ServiceNow partner with fully certified resources across the platform



ITSM



ITOM



ITAM



HRSD



CRM



SPM



SECOPS



IRM



APP ENGINE

## ENVISION

Business Transformation

Organizational Change Management

AI-Readiness

Platform Strategy & Governance

## IMPLEMENT & DEVELOP

Platform Architecture & Engineering

Product Implementation

UX & UI Design

App Development

Data Management & Integrations

## MANAGE & OPTIMIZE

Platform Operations

Enhancement Services

Product Management

# Health and Safety Overview

# Health and Safety Investment Initiatives

Make safety **digital**  
and **accessible**

Prevent incidents by  
**reducing risk**

**Automate** incident  
response and  
investigations



Gen AI and AI Agents

# Create a safety culture on one unified platform



Public Sector



Technology



Manufacturing



Healthcare



Retail



Telecom



Financial Services

Incident Management

Risk Management

Case Management

Critical Event Management

Contractor Management

Omni-channel Engagement



AI + Automation



Incident summarization



Inspection generation



Regulatory reporting

 servicenow AI Platform

# Health and Safety Overview

## Health and Safety Incident Management

Health and Safety Incident Management  
OSHA Plugin  
Report Mapping  
Meeting Management

## Health and Safety Case Management

General Inquiry  
Return to Work  
Claims  
*Connection with HR Service Delivery*

## Health and Safety Risk Management

Health and Safety Risk Assessments  
Job Safety Analysis  
Inspections  
Audits  
Safety Registers  
Exposure Management  
Permit to Work

## Health and Safety Now Assist

Incident Summarization  
Conversational Intake  
Incident Analyzer

## Health and Safety Core

Health and Safety Actions  
Health and Safety Profile  
Document Management

## Health and Safety Contractor Management

Contractor Profile  
Prequalification Tasks

## Contractor Service Center

Contractor Self Service

## Critical Event Management

Critical Event Workspace  
Onsite Responder

# Built on the ServiceNow platform

Unlock value from existing investments while creating new and compelling digital experiences

## Digital workflows

Workflows across departments, vendors, partners and customers

## Cloud platform

The foundation for all workflows

One data model

One architecture

### Platform Foundation

-  Workflow and task management
-  **Knowledge Management**
-  Service catalog
-  CMDB / Service Graph
-  Security
-  Seamless upgrades
-  Industry data model

### Configuration

-  Omni-channel user experience
-  Low-code
-  Developer tools
-  Pre-built extensions
-  Process flow design
-  Integrations

### Intelligence

-  Process optimization
-  Analytics and insights
-  Virtual agent, Natural language AI
-  Machine learning
-  Robotic Process Automation
-  Value acceleration

### Cross-Functional Ecosystem Connection

CRM • Supply Chain • ERP • HCM • IT • Infrastructure • Dev Ops/SRE • Any System



# Health and Safety at a glance

## Store based

Back compatible with 2 family releases

## 4 Releases per year

For agility to support customer feedback

## Scoped application

For security of sensitive information

## Configurable

Empower EHS teams to maintain their own business process

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Client Story: Avalara

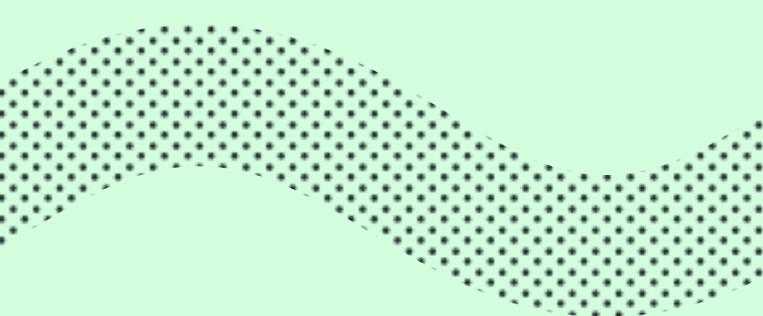


Qndaro | Avalara

# Committed to making tax compliance less taxing

Avalara is a leading tax compliance platform that helps businesses automate complex tax processes — from calculation and filing to registration and reporting. Trusted by thousands of companies worldwide, Avalara integrates with major business systems to reduce manual effort, improve accuracy, and make tax compliance simple and reliable.





# Why Avalara Uses Health & Safety on ServiceNow

## Challenge:

- Workplace incidents were tracked manually in Google Sheets
- Data organized by building, with no cross-building visibility or self-reporting
- Limited ability to track evidence or generate insights

## Solution:

- Employees now self-report incidents directly through the ServiceNow portal
- Facilities teams manage evidence, reports, and follow-up within a single system
- No external integrations — a streamlined, ServiceNow-native replacement for spreadsheets
- Uses **Incident Management** exclusively for Health & Safety

## Results:

- Meeting Avalara's operational needs: Workplace support regardless of building
- Improved incident identification, tracking, and reporting
- Dashboards provide leadership with visibility into open cases and incident trends across locations

# Avalara's Future reporting opportunities

## Expand Reporting

Use ServiceNow reporting for broader facilities management data.

## Integrate ESG Metrics

Track electricity usage and local government reporting needs.

## Enhance Compliance

Leverage ESG capabilities for streamlined compliance reporting.

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Demo



# On daro

Questions?

Email: [inbound@ondarowave.com](mailto:inbound@ondarowave.com)

# Thank you!

