

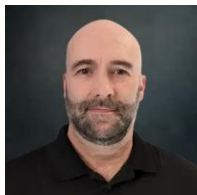


Slate vs. Employee Center Pro

The Future of Employee Experience



Introductions



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Agenda >

1. About Ondaro
2. What is EC Pro and Slate?
3. The Fork In The Road
4. EC Pro vs Slate
5. Data and Governance
6. Slate Demo
7. Choosing Your Path
8. Q&A

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

Join the Conversation: Using Teams

Turn on Video

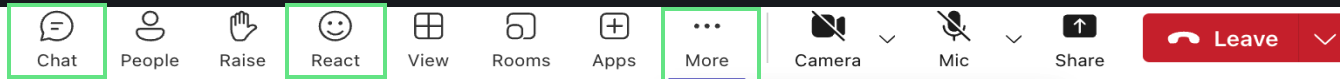
Let's get interactive and enjoy ourselves!

Unmute – Click the microphone icon to unmute and participate

Chat – Message everyone or just one person

Get Help – Use Chat

Show Captions - Click More, Language & speech, Show live captions





What you'll leave with

THE REAL PREREQUISITES

- Understand the real difference between EC Pro and Slate
- Know where each experience model shines
- Learn why content and taxonomy readiness matter before technology selection
- See Slate complete an employee task end to end
- Discover a practical path to unlocking Employee Works



AUDIENCE POLL

Do you know the
difference between
Slate vs. EC Pro?

(A) I can confidently say yes!

(B) A little bit here and there.

(C) Nope, that's why I'm here

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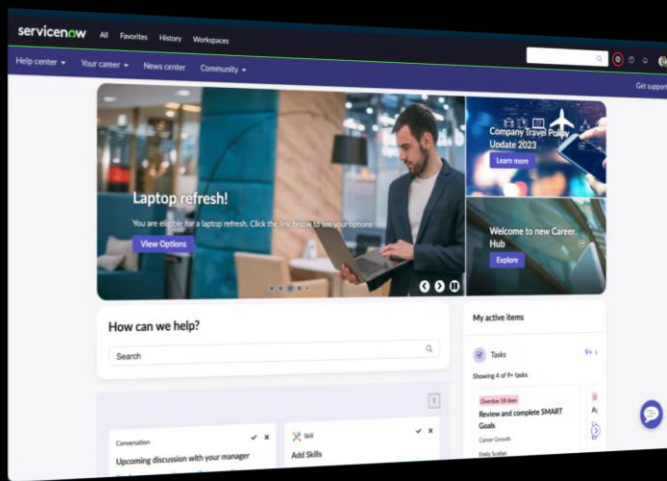
What is EC Pro and Slate?



Employee Experience is Changing

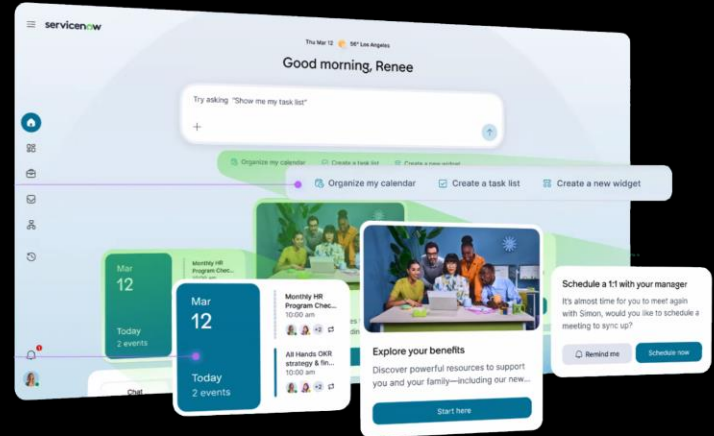
Employees don't want to navigate work. They want to get work done.

Employee Center Pro



Modern Web UI with chat capabilities

Slate



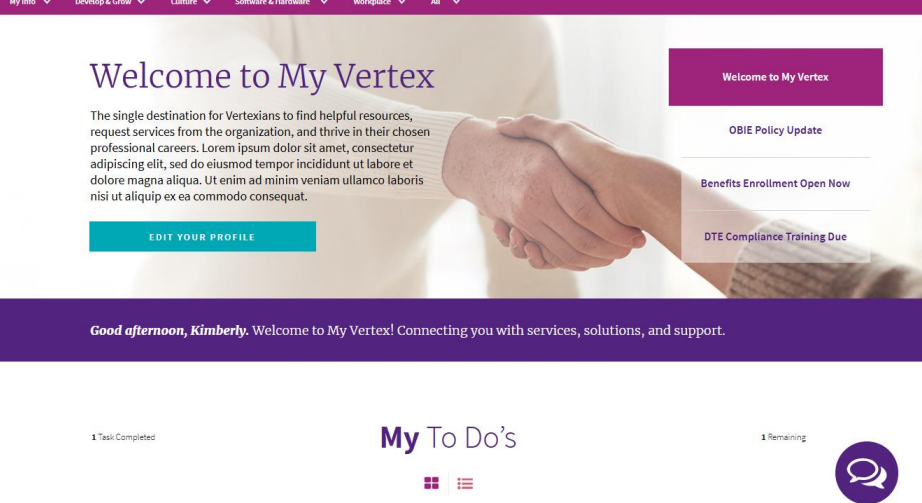
A conversational-first, persona-based interface with dynamic entry points & highly personalized

Employee Center Pro is a browse and search experience

A rich, curated experience that helps employees discover, engage, and get what they need

What employees experience

- Personalized content, news, and services based on who they are
- Intuitive navigation organized around employee needs and topics
- One place to access services across HR, IT, workplace, and other departments
- Relevant announcements, campaigns, and communications
- Rich, branded experiences that feel like a true company intranet

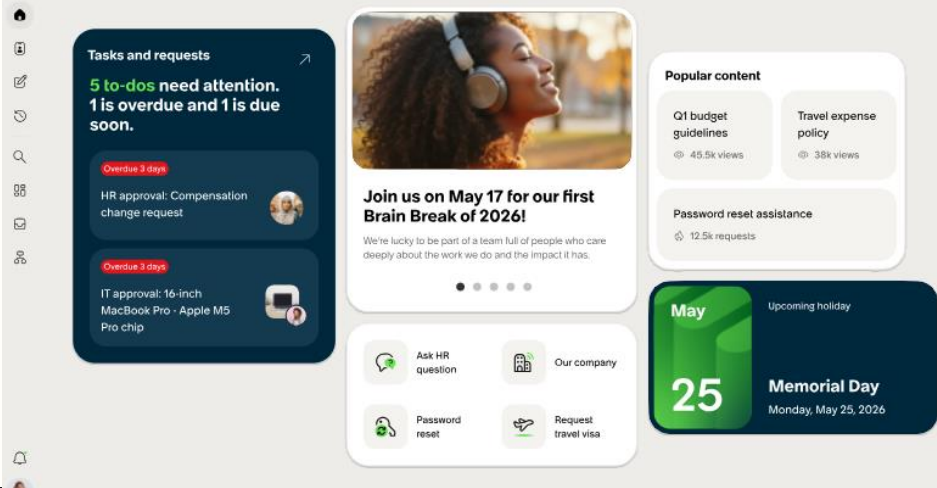


Where EC Pro shines

- Supporting discovery when employees may not know exactly what they need and like to browse services and find answers
- Delivering targeted experiences for different roles, locations, and audiences
- Building engagement around programs, initiatives, benefits, and company culture
- Guiding employees through complex topics and moments that require exploration

Slate is a conversation experience

A new foundation,
not an upgrade to the old one



What employees experience

- Natural-language interaction instead of navigating menus and pages
- Personalized answers based on employee context and intent
- Tasks, information, and actions brought directly into the experience
- Proactive visibility into approvals, requests, deadlines, and work that needs attention
- Seamless movement from asking a question to taking action

Where Slate shines

- Helping employees accomplish tasks with fewer clicks and less navigation, turning intent into immediate action
- Surfacing relevant information and work at the right moment
- Completing multi-step processes through a guided conversation
- Reducing the need for employees to understand underlying systems or processes

Slate and EC Pro are parallel paths

Both stay on the ServiceNow platform

WHAT IS TRUE TODAY

EC Pro is supported and maintained going forward

Innovation leans towards Slate

No deprecation has been announced

There is no migration path between them

Your existing investment is not stranded

This is a real decision

Four names, one system – not four products

EmployeeWorks is the product/SKU, Otto is the AI brand, Employee Slate is the UI, Moveworks is the engine

ServiceNow EmployeeWorks

THE PRODUCT / SKU

What you license — the Otto AI layer plus Employee Slate Advanced, with full Moveworks capability.

ServiceNow Otto

THE AI LAYER

The unified conversational AI brand. Turns plain-language intent into completed work. Unifies Now Assist, Moveworks and AI Experience.

Employee Slate

THE EXPERIENCE

The conversation-first interface employees see. Replaces Employee Center, rebuilt on the AIUX stack. Powered by:

Moveworks

RECOMMENDED

The engine ServiceNow acquired. Enterprise search, world knowledge, 100+ languages. Also sold standalone.

Now Assist

FALLBACK

ServiceNow's native GenAI. Used where Moveworks isn't available yet. Fewer capabilities.

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The Fork In The Road



AUDIENCE POLL

How many employees actually open your portal?

- A Over 50%** - a bad migration is a real risk for you
- B 20 to 50%** - Typical. Usually concentrated in a few populations and a few tasks
- C Under 20%** - An adoption problem that no platform choice fixes on its own
- D We don't know** - The most common answer, and the first thing to fix

Capabilities live in EC Pro today, on Slate's roadmap

Eight leader-experience capabilities that EC Pro delivers now are still on Slate's roadmap.

Capability	Employee Center Pro	Employee Slate
Content Browse	Available now	Roadmap Q3 2026
Manager Hub	Available now	Roadmap H2 2026
Employee Journeys	Available now	Roadmap H2 2026
Emp. Communications: News & Events	Available now	Roadmap H2 2026
Appointment Booking	Available now	Roadmap (no date)
Dynamic Topic Microsites	Available now	Roadmap H1 2027
Emp. Communications: Campaigns	Available now	Roadmap 2027
Integrated Svc & Exp Feedback	Available now	Roadmap 2027

Readiness self-check:

Six questions to take back to your team

If you screenshot one slide today, make it this one

Adoption and ownership

- 1 Do you know your portal's 30-day active user rate?
- 2 Who owns knowledge article accuracy today, by name?
- 3 When did you last audit for duplicate or retired-but-published articles?

Structure and scoping

- 4 Is your taxonomy documented, or is it whatever the menu happens to say?
- 5 Are audience criteria applied and tested per population?
- 6 Could you name the top ten questions employees actually ask?

Every EmployeeWorks customer is standing at the same fork

Three viable paths. The right one depends on your employees, your foundation, and where you want to go

Stay on EC Pro

- Continue with a mature, fully supported employee experience
- Deliver rich, personalized content and structured navigation
- Support guided employee HRSD Journeys for complex, multi-step moments
- Build on existing investments, content, and governance
- Extend the experience with conversational capabilities like Moveworks
- Evolve at your own pace without forcing a platform change

Adopt Slate

- Reduce navigation by bringing answers and actions directly to employees
- Create simpler paths from employee intent to completed work
- Take advantage of a new experience model designed around AI and action
- Prepare the content, taxonomy, data, and workflows needed to make it successful

EC Pro + Moveworks

- Keep EC Pro as the rich, personalized digital destination
- Add a conversational layer without moving to Slate
- Give employees natural-language access to answers and actions
- Preserve EC Pro capabilities, including guided Journeys
- Extend existing investments while introducing an AI-first interaction model

Employees judge your portal against the apps on their phone

The experience gap is a comparison problem, not a software problem

What they expect

- Ask the question the way they'd say it out loud, in their own words
- Get the actual answer back, not ten articles that might contain it
- Finish the request in the same place they asked it
- Be recognized next time, without re-explaining who they are

What they get

- Browse an organized taxonomy— so they have to know who owns the answer first
- Land on a knowledge article that explains the process instead of completing it
- Open a second tab, form, or email to actually get it done
- Start from scratch tomorrow, because nothing from the last visit carried forward

The cost of friction is that nobody uses it

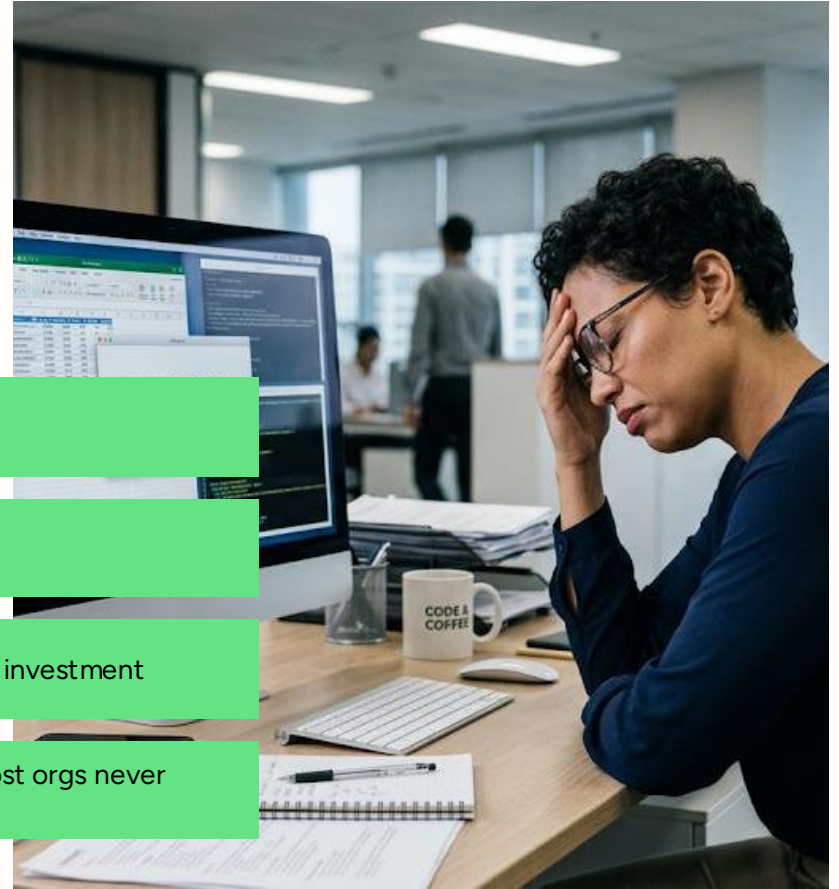
Nobody files a ticket saying the portal is hard.
They just stop going

Portals do not fail loudly - they go quiet

Employees route around friction to people they trust:

No traffic means no deflection, no usable data, and no case for the next investment

Every metric your CHRO asks about sits downstream of one number most orgs never track: did anyone come here



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Head to Head – EC Pro vs Slate

Slate vs. EC Pro, side by side

The dimensions that actually change how you deliver

Dimension	EC Pro	Slate
Interaction model	Browse and search	Conversation-first
Tech stack	Portal, Angular based	AIUX / Lit.js
Upgrade cadence	Family release cycle	Continuous
Admin layout control	Robust Configuration	Narrower, widget-based
External users	Supported	Internal employees only
AI licensing	Optional	Required: Moveworks or Now Assist
Widgets	Customizable	Out of Box set of widgets

How Slate Is Sold

It comes bundled. Which changes who needs to be in the conversation

How it is bundled

ServiceNow EmployeeWorks SKU (Advanced)

HRSD AI Package (Advanced)
Or
Other AI Products SKUs (Foundation)

Foundation vs. Advanced

Advanced

Adds App Launcher and Employee Communications
The intranet-replacement tier

Foundation

The core conversational experience

"No upgrade path" to Slate

The experience layer is new. The data layer is not, It's the same tables underneath

What Gets Rebuilt

Custom EC Pro widgets

Page layout and navigation

Branding and theming

What Carries Over Automatically

Unified Inbox

Employee Profile

Org chart

Catalog client scripts,
policies and variables

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Governance and Data



Slate does not fix a messy knowledge base. It exposes it faster

EC Pro hides a bad taxonomy behind a menu.

A conversation surfaces it on the first question

**A bad answer is the second abandonment.
It is the one that is difficult to recover from.**

The first failure was friction

The second reads as a trust problem

**Clean data and governed content
matter the most.**

Four things to decide

This is the real work to be done.

Knowledge Quality

- Accurate, current, deduplicated
- Every article has an owner

Taxonomy

- Defined categories
- Matched to how employees actually ask, not your org chart

Catalog Hygiene

- Retired items actually retired
- Variables that make sense

User Criteria

- Right content to the right population
- Applied and tested, not assumed



Live demo

Employee Slate



AUDIENCE POLL

Just with the info you have now, which path are you leaning towards?

(A) Adopt/Stay on EC Pro

(B) Adopt Slate

(C) Run both

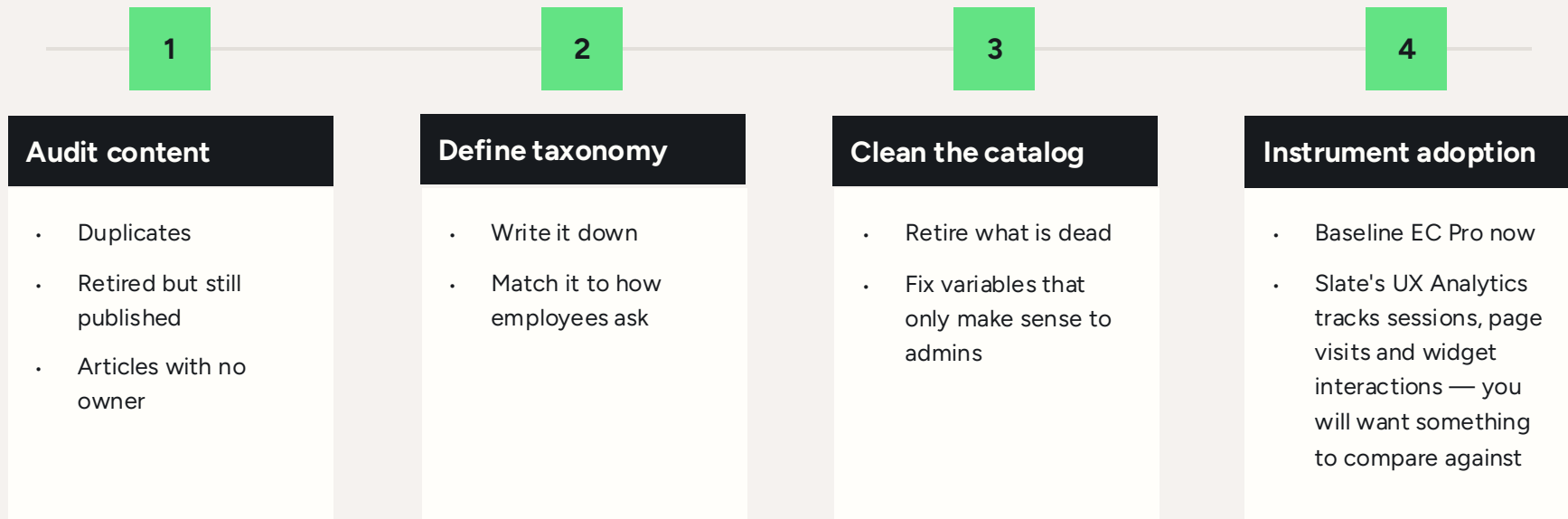


The takeaway

Assess your content and taxonomy before you choose a platform, not after

The next 90 days look the same either way

None of this work is wasted, whichever door you walk through



EmployeeWorks Readiness Session

We are opening the first sessions to webinar attendees

What it is

- A 90-minute working session scoring readiness across 8 dimensions — strategy, identity, knowledge, systems, governance and more
- Grounded in your real use cases and systems, not a generic demo or output
- You leave with a branded readiness report your team keeps

How to get one

- Attendees get first access
- Registration page and form coming shortly

Next step

Connect with your Ondaro Account Executive to book a session

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Open floor

Questions

