



FAQs ServiceNow and Deloitte

01 What does ServiceNow offer?

At its core, ServiceNow is a solution for collaboration within an organization. On the way to the digital transformation ServiceNow is the “platform of platforms” for all workflows and for process automation in an entire company. The transparency created in this way makes it easier to save costs, deliver valuable services for the company in a targeted manner and promote innovation.

ITSM is often the first area in which ServiceNow is introduced in a company but this does not have to be the case. For the 8th time in a row, ServiceNow was recognized as the undisputed leader in the Gartner ITSM quadrant. ServiceNow ITSM is constantly being further developed and, with future-oriented expansions, always offers new possibilities for increasing productivity and efficiency.

02 What is ServiceNow IT Service Management (ITSM)?

ServiceNow's journey began with ITSM (IT Service Management). ITSM comprises all processes that are required in an organization to offer IT services. In this area, ITIL is an internationally recognized de-facto standard, from which ServiceNow offers comprehensive out-of-the-box functions.

03 What is ServiceNow Enterprise Service Management?

ServiceNow has developed from the IT area to a wide variety of corporate areas. In addition to IT, the service-oriented process model can also be used in almost all other areas such as HR, legal, purchasing, etc. It can act as an internal service provider and work more transparently and in a more integrated manner, thus increasing overall efficiency.

04 What does the partnership between Deloitte and ServiceNow bring?

Deloitte is the perfect partner for ServiceNow. We know organizations and all their detailed functional areas, we offer many years of consulting experience on a wide variety of business processes and are familiar with process optimization. We support CIOs and managing directors in developing strategies. We are aware of the importance of interlinking IT with the strategic direction and with the business goals of the company. This enables us to perfectly combine our broad company and project expertise with the product expertise of ServiceNow.

Deloitte Austria accompanies ServiceNow projects in all IT areas. We also provide HR, GRC and legal know-how. At Deloitte, we also use ServiceNow internally as a strategic platform.

05 Where is the platform data kept?

ServiceNow is mainly used by customers as a cloud platform. Especially in Austria, the cloud is still a topic that is viewed with the necessary respect.

Within Europe, the ServiceNow data can be kept and processed exclusively in Europe. In this way, organizations in Austria and Europe can also use the advantages of the cloud platform and at the same time meet the data protection requirements of the GDPR.

06 Why should I take a closer look at ServiceNow?

There is great potential for an enterprise service management system in just about every organization. Many processes are currently carried out informally and semi-digitized via email communication and various uncoordinated channels and systems. This is where ServiceNow comes in with the aim of simplification, transparency, and integration.

07 How does a ServiceNow implementation project with Deloitte work?

Based on the large number of successfully completed ServiceNow projects, Deloitte developed a special reference procedure. This can of course be adapted to your needs.

We recommend ServiceNow IT Business Management (ITBM) as a tool for project management.

08 How sustainable is ServiceNow?

Most of the Fortune 500 companies rely on ServiceNow. The success enables ServiceNow to deal professionally with future topics such as artificial intelligence, machine learning and data analytics. Many related features are already available and are being expanded at full speed.

09 Where can I get more information?

Visit us on [our Website](#). There is also extensive information on ServiceNow.com. Since the platform is very comprehensive and offers a wide variety of possibilities, we recommend making an appointment for a presentation.

10 Where can I make a non-binding presentation appointment and how does it work?

Write us an email with a brief description of your company's requests. We will contact you and discuss how to proceed individually.

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