

Our ServiceNow Capabilities – Solution deep dive

We deliver ServiceNow end-to-end in all functional areas, enabling Consultings wider offering

2) Employee experience (HR)

- **Case & Knowledge Mgmt.:** Benefits tracking and tuition reimbursement
- **Employee Service Center:** Search for knowledge and submit requests
- **Lifecycle events:** Onboarding, leave of absence
- **Employee Document Mgmt.:** Receipts, non-disclosure agreements
- **Integrations:** Push or pull data from i.e. Workday

4) Vendor Management

- **Contract Mgmt.:** Manage policies, procedures, compliance documentation
- **Vendor Relationship Mgmt.:** Manage relationships and monitor vendor health status
- **Asset-based Mgmt.:** Transparency of real asset usage and link purchase orders to invoices
- **Performance Mgmt.:** Measure vendor performance and ensure contract compliance
- **Service and Issue Mgmt.:** Monitor services and communicate, resolve vendor-related issues

6) Financial Close Process

- Deloitte US and ServiceNow Joint venture to develop, coordinate and bring to market – Immature, will develop over FY20

1) Service Management

- Service Management requests related to processes like **Facilities, Finance, Legal, Marketing, HR, etc.**
- **Service catalogue and request management** Configuration of Task fulfillment management and Service Portal Catalog.
- **Transparency** for shared service functions, giving a complete overview of the number of categorized tickets/requests/inquiries/services
- **Increase End-user experience** through more channels to satisfy different end-user personas, and request types. Better status notification and faster response time
- **Improved efficiency in support functions** Completeness – overview of all tasks in one system of records, allows for prioritization and focus for employees.

3) GRC & SecOps

- **Policy & Compliance Mgmt:** Manage policies, internal control procedures to external regulations
- **Risk Mgmt.:** Identify, assess, respond to, and continuously monitor Enterprise and IT risks
- **Audit Mgmt.:** Plan and execute engagements, report findings to the audit committee and executive board
- **Vendor Risk Mgmt.:** Centralized process for managing your vendor portfolio

5) IT operations (ITSM, CMDB, ITOM)

- Incident, Change, Problem, Request and Portal, which is ServiceNow’s origin, mature, but highly competitive market

