# Your benefits

1. Improved efficiency and reduced operational costs: Optimized processes and workflows, by automation and alerting, can remove unnecessary manual work. This is amplified when self-service capabilities are implemented.

2. Self-service efficiencies and workload reductions: Employees can get to the solutions they need quicker through self-help. This means fewer telephone calls to the service desks or other business (support) functions.

3. A better ROI on the corporate ITSM solution investment: The more service portals are used, the better the ROI on a per user basis becomes. Some existing systems may be phased out, hence there is further upside for additional technology cost savings through rationalization.

4. Improved effectiveness: Using a market-leading ITSM solution and Enterprise Service Management, all employee processes, incidents, cases, and requests are dealt with in the most effective manner.

5. Improved performance visibility: The use of a modern ITSM and ESM solution ultimately gives insight into the value of each business function and enables communication to customers and other business stakeholders.

6. Increased control and governance: ESM workflows can be used to implement internal controls, which in turn can provide insight into workflow actions as well as reporting.

7. Better service and customer experience: ESM improves the corporate service provider game by better delivery against employee expectations across: ease-of-use/self-service/service request catalogues/knowledge availability and self-help/social or collaborative capabilities/anytime and Laplace access/people or customer-centric support

8. Improved access and communication channels, plus more effective communication: ESM solutions bring a choice of access and communication channels. Escalation and alerting capabilities also help to ensure that no ticket or communication goes un-actioned.

9. Cross business-function enablement: ESM solutions make it easier to combine business functions, e.g., the onboarding of new employees as well as the leaver-process.

10. Standardization: Optimized processes is a common way of working with a common look and feel, and a common service model for employees. It offers the potential to provide a single point of service, no matter the service provider, company wide.

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# Strategic value of Enterprise Service Management
Driving your digital service excellence with ServiceNow®

# What's happening

Some of the current trends affecting our clients are closely related to Enterprise Service Management.

### The Business of Technology
Technology and the business are increasingly interchangeable, in many cases technology already is the business, and at its core remains the ability to manage the lifecycle of services and products. Enterprise Service Management and The Business of Technology extend the emphasis from internal users to real customers.

### Cloud-Based Enterprise
We see our clients moving to increasingly cloud-based environments. Greater agility and speed to provision new services require robust capabilities to capitalize on cloud investments and manage the spread of virtual assets. Deloitte and ServiceNow® will help you exploit greater efficiencies by orchestrating and integrating with your cloud-based applications and infrastructure.

### Digitalizing the Customer Experience
With cloud and The Business of Technology placing services in the palm of the customer, it comes as no surprise that expectations for their experience are high. Our UX experts unlock ServiceNow®'s rich functionality to provide remote portals, interfaces, and service catalogs, and enable a mobile workforce for seamless customer and business transactions.

### Everything-as-a-Service
Seemingly everything is being offered as a service, but one thing all services have in common is an understanding of its components, how they map and relate to each other, and how together they provide value. Deloitte uses ServiceNow® to encapsulate the most complex of service architectures, enabling flexibility and change with an understanding of cost and its operational implications.

### Automating Efficiencies
Workflow automation, robotics, Shift-Left, and Self Service all share a single driver: the continued need to remove human error and reduce non-value add workload. Deloitte has designed customized applications on the ServiceNow® platform to automate simple tasks from room bookings through to multi-million pound industrialized operations such as Oil Field Management.

### Collaborating with Partners
From internal shared services to multi-supplier outsourced environments, irrespective of the model, having visibility and maintaining ownership over your key data and process assets remain fundamental. Deloitte and ServiceNow® work with you ensuring you have the right tools and controls to manage your selected partner network.

### Measuring Performance
With Enterprise Service Management at the core of so much we do, performance analytic has never been more powerful. ServiceNow® harnesses the activities, patterns, and trends of how you operate, even allowing you to compare anonymously with other similar organizations. Deloitte helps you understand, predict, and use this knowledge to make informed strategic decisions for your business.
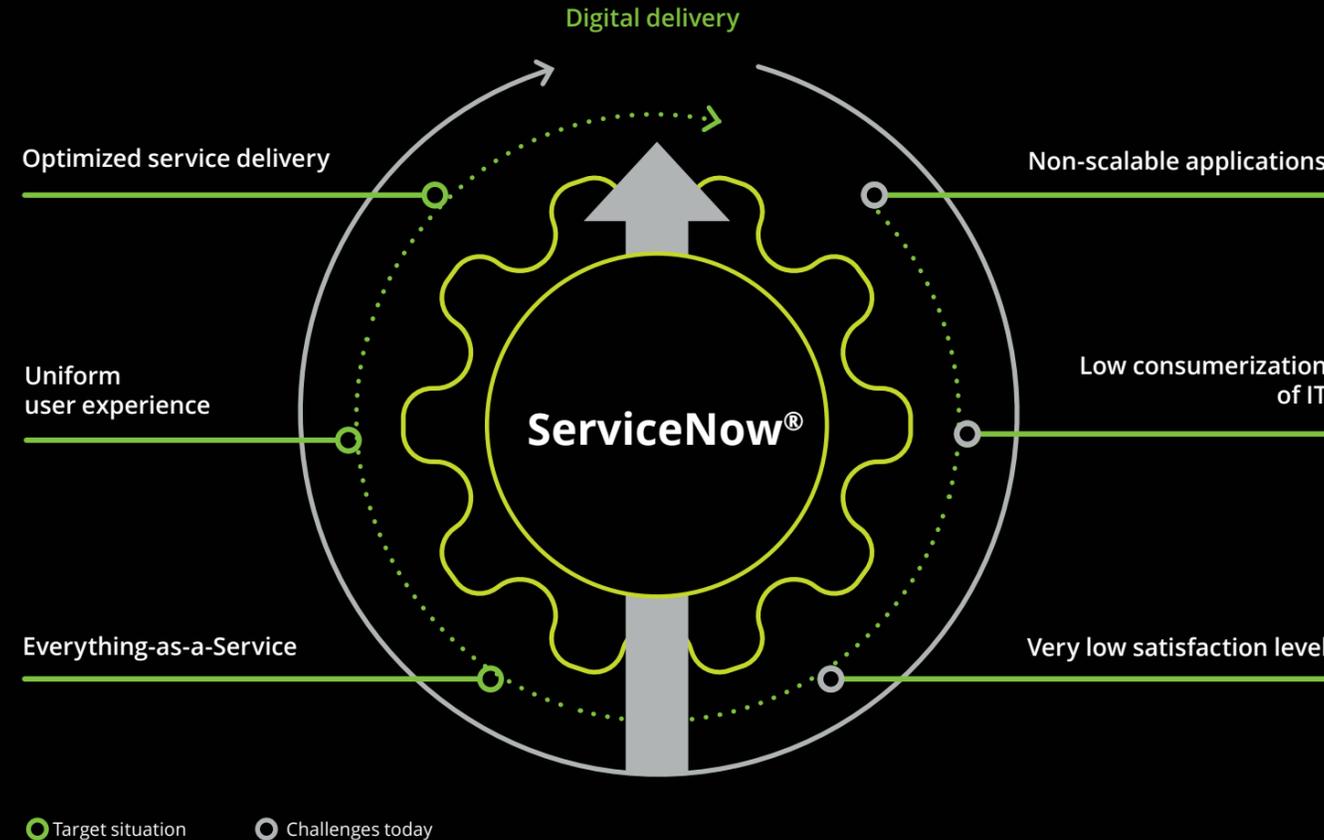
### Protected from Threats
As technology becomes more embedded in our business, unfortunately so do cyber threats. ServiceNow® provides a range of secure cloud hosting options from single tenant infrastructure through to dedicated encrypted links. We help you understand the balance and compromise to deliver an enhanced experience in a safe and secure way.

# Challenges of today and target situation

Some critical challenges in IT today can be addressed partly through the use of a platform like ServiceNow®. When used, enterprise-wide digital enablement becomes possible.

"Enterprise Service Management" must assist each organization deliver digitally internally — employees today expect the same service internally as they are used to externally.

We drive your digital transformation to a Digital Services Enterprise utilizing ServiceNow® to overcome technical hurdles and focus on your business challenges

Digital delivery

Optimized service delivery — Non-scalable applications

Uniform user experience — **ServiceNow®** — Low consumerization of IT

Everything-as-a-Service — Very low satisfaction level

○ Target situation        ○ Challenges today

# How Deloitte can help

Our ServiceNow® portfolio embraces the entire project lifecycle and combines our business expertise with our ServiceNow® capabilities in solutions design, development, and project delivery.

### Health Check
We provide unique methods to rapidly evaluate your ServiceNow® and tooling environment. Often over-customized or early ServiceNow® adopters struggle to change and realize the full benefits of the platform. We provide strategic recommendations to improve performance, functionality, and experience.
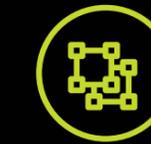
### Custom Business Solutions
Our experts work to solve complex operational challenges specific to your business. We have developed award winning applications on the ServiceNow® platform, designed to tackle our Private Sector, Public Sector, and Financial Services clients' tactical and strategic enterprise needs.

### End-to-End Delivery
Enterprise-focused, quality, and sustainable transformation are the hallmarks of our end-to-end ServiceNow® delivery capability. We can support you from solution architecture though to configuration and Business Change Management. Our range of local and global capabilities make Deloitte an unparalleled strategic ally to support your transformation.

### Operate & Improve
Once the services are live, engaging on an improvement phase is important to understand the level of customer satisfaction and areas for improvement. Often former solutions and contracts must be retired to harvest expected overall benefits. Depending on your expectations and learning, new use cases can be investigated and planned.