

servicenow™

Deloitte.

Deloitte and ServiceNow

What do you get when you combine one of the most recognized names in digital transformation with innovative, cloud-based service management? Results that empower people.

Deloitte and ServiceNow® can help you simplify work across your entire business, creating faster, easier, more enjoyable employee and customer experiences that put people first.

Learn how we can help:
deloitte.com/us/ServiceNow

The People-Driven Difference

To provide a great experience for your employees and customers often means changing or simplifying the work of work. As companies recognize the benefits of the cloud and shift from product to service-based operating models, ServiceNow is at the forefront of enabling service management on the cloud.

Deloitte and ServiceNow can deliver exceptional employee and customer experiences that evolve your service management capabilities, including:

- Customer service management
- Integrated risk management
- Human resource management
- IT operations management
- IT service management
- Security operations
- Software asset management

Challenges Organizations Face Today:



Improving access to data, and making it easier to protect and share across the organization



Enhancing security measures and protecting information and technology assets



Automating employee interactions and simplifying HR processes



Using cross-platform orchestration to streamline processes and increase efficiency



Simplifying access to customer records, resolving customer issues faster, and increasing customer satisfaction



Improving and streamlining IT service within the organization and freeing up resources to focus on the right types of work



Improving tracking and accounting for assets and inventory

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Leading Service Transformation

Deloitte and ServiceNow recognize the shift organizations are making to cloud-based service models that modernize workflows. We understand the need for better processes, and better ways for employees and customers to interact and engage—to make every day easier.

Our Solutions

Improving your service management capabilities results in exceptional employee and customer experiences.

ERP and HR Systemization: Enhance customer interface and automate workflow to make task completion easy and efficient.

Digital Customer Service: Streamline workflows and processes to enable customer service representatives to quickly and easily provide post-sales service.

IT as a Business: Run IT service management and IT operations management more efficiently as a business.

Our Services

We help improve processes and make work, work easier—across the enterprise.



Advise



Implement



Operate

Our Industry Offerings

Deloitte has developed several industry-specific accelerators for Government and Public Sector (GPS), Financial Services, Technology, Media and Telecom (TMT), and Life Sciences and Health Care.

Financial Services

- Vendor Management
- Banking Process Automation
- Realize

GPS

- Criminal Justice Case Management
- Federal Gateway
- Financial Management Service Catalog
- PPM

Life Sciences/Health Care

- Deloitte Assist

TMT

- Telecom Service Assurance
- Digital Supply Chain

Why Deloitte

We understand the intricacies of digital transformation and the importance of the right strategy and business case. You need to know where you're going and why, investments need to be measured, and value needs to be quantified.

Deloitte helps provide the strategic lens to view the larger picture and help your organization gain insights, identifying new ways to optimize productivity and make a people-driven difference.

When your business calls for a ServiceNow solution, we can help you set and achieve measurable goals along your transformation journey with:

- A business value approach
- The right team
- Deep industry experience
- Tested tools and methodologies
- Global delivery capability
- Commitment to your success