





Accelerating the Workplace Experience with ServiceNow

Technology, insights, and strategic guidance for workplace service delivery excellence



As business leaders rethink today's workplace, they know that flexible work models and personalized employee experiences will heavily influence organizational success.

Deloitte's Fall 2022 CEO Survey revealed a refreshed investment in workplace experiences, as 80% of CEOs planned to develop new tools to drive engagement and loyalty for remote or hybrid employees in the next six months.ⁱ Similarly, Deloitte's 2023 Commercial Real Estate Outlook found that 41% of real estate CFOs in North America expect a workplace redesign in the next 12-18 months.ⁱⁱ

These initiatives will include updating and improving outdated workplace management technology and unwieldy processes, which have left organizations struggling with:



Fragmented organizational infrastructure



Cumbersome workflows that undermine productivity



Limited visibility, which leads to poor decision-making and underutilized space

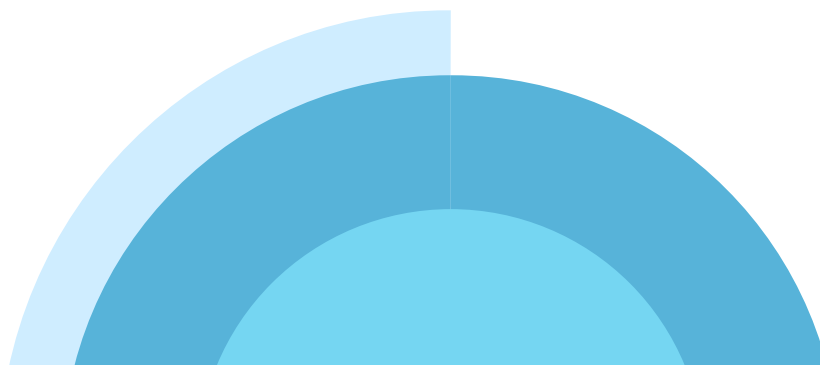
Organizations need a seamless, unified experience that caters to the diverse needs of their workforce—we call that an accelerated workplace.

Deloitte's Accelerated Workplace™ offering, powered by ServiceNow's Workplace Service Delivery, combines leading technology with workplace advisory services to optimize today's work environment. Leveraging Deloitte's industry insights and ServiceNow's technology, Accelerated Workplace improves value realization and decision-making, while providing a scalable model that adapts to evolving organizational needs.

Accelerated Workplace promotes an elevated way of working where employees have uninterrupted access to workplace services anywhere, anytime, from a central portal. It's an environment that streamlines the experience to access facilities, reserve space, and locate the right resources to work efficiently.

Deloitte knows this is both aspirational and achievable because we've empowered workplace transformation for decades—receiving recognition as a leader in Worldwide Digital Workspace Services from IDC and delivering more than 1,000 successful real estate IT and Digital Workplace projects.

Our comprehensive Accelerated Workplace approach includes (1) leading technology with pre-configured tools that maximize value and user satisfaction and (2) guidance from real estate specialists with business, architecture, planning, operations, construction, and financial management experience, to help organizations navigate their specific challenges.



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Leading technology with pre-configured tools that maximize value and user satisfaction

The process of selecting, implementing, and adopting a new workplace management solution can be daunting and costly—often spanning many months or years and still failing to achieve intuitive workflows.

Deloitte makes it easy to adopt a ServiceNow solution by delivering pre-configured corporate real estate tools and dashboards with a library of off-the-shelf solutions.

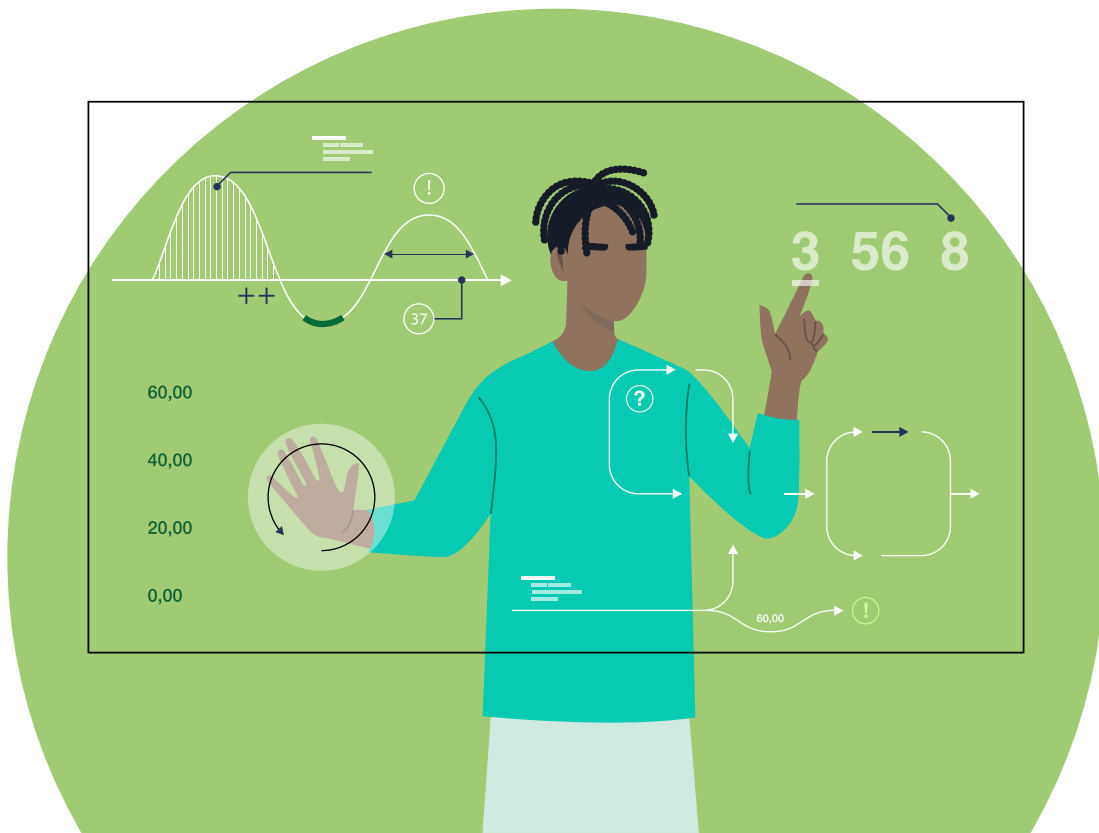
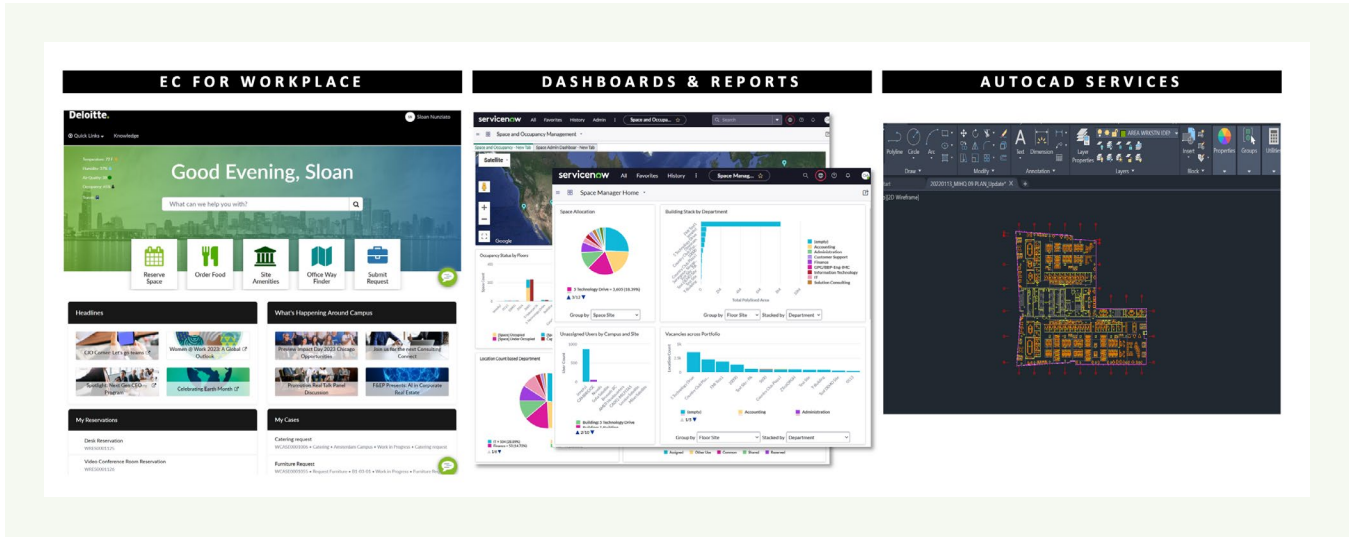
Accelerated Workplace clients have exclusive access to Deloitte's Accelerated Workplace Center, built on ServiceNow's Workplace Service Delivery, which:

-  Offers a workplace-centric Employee Center template tailored by user location
-  Provides easy desk and room reservations, including catering
-  Aids in the location of people, places, and site amenities
-  Keeps employees up to date on company events
-  Provides integrated access to time and expense, travel, performance, IT, and HR tools
-  Empowers employees to create workplace cases and self-solve simple issues using the Deloitte Assistant
-  Includes real-time dashboards to enable corporate real estate executives to make strategic decisions



Our Accelerated Workplace offering is led by industry-recognized leaders in workplace strategy and transformation. We offer comprehensive services to help ensure clients are up and running on their ServiceNow solution as quickly as possible. This includes data migration, go-live testing, change management and training, integrations, development, and a team of AutoCAD professionals experienced in drawing evaluation, remediation, and publishing.

Accelerated Workplace solutions and services are designed to help save clients time and reduce implementation effort by 20%-30% on average. Our solutions are also designed to make it easy to deliver personalized employee experiences, which 87% of employee experience professionals say is important and 64% struggle to achieve.ⁱⁱⁱ



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Guidance from real estate experts with business, architecture, planning, operations, construction, and financial management expertise

Deloitte’s Real Estate Strategy and Sustainability (RESS) team includes hundreds of experienced professionals with a wide breadth of expertise across business, architecture, real estate, planning, operations, construction, and financial management. We help organizations address their most complex and challenging real estate and footprint issues and align business strategy with business geographies.

Our approach to real estate transformation is built on deep functional and technical experience that spans workplace strategy, workforce planning, mobile work design, and location strategy. We are the only professional services firm that can serve the market with high competency across all areas of Real Estate Transformation while also offering business acumen and critical enterprise services to deliver holistic solutions.

Deloitte’s Real Estate advisory and implementation services:

| Capability | Deloitte. | Traditional Strategy Consultants | Other “Big 4” Firms | Real Estate Brokerage Firms | Architecture & Interior Design Firms |
|----------------------------------|-----------|----------------------------------|---------------------|-----------------------------|--------------------------------------|
| Operations Improvement | ✓ | ✓ | ✓ | ✓ | |
| Workplace Strategy | ✓ | ✓ | ✓ | ✓ | ✓ |
| Smart Digital Workplace | ✓ | ✓ | | | ✓ |
| Portfolio Footprint Optimization | ✓ | ✓ | ✓ | ✓ | ✓ |
| M&A/Divestiture Support | ✓ | ✓ | ✓ | ✓ | |
| Workplace Systems | ✓ | ✓ | ✓ | ✓ | |
| Location Strategy | ✓ | ✓ | | ✓ | |
| Credits and Incentives | ✓ | | ✓ | ✓ | |
| Property Tax | ✓ | | ✓ | ✓ | |
| Lease Advisory | ✓ | | ✓ | ✓ | |
| Capital Projects Advisory | ✓ | | ✓ | ✓ | |
| Facility Field Inspection | ✓ | | | | |

High Competency
 Moderate Competency
 Low/No Competency

We also design solutions to achieve environmental, social, and governance (ESG) goals through monitoring and managing energy consumption, reducing real estate assets that drive environmental impact, locating and constructing facilities to enable sustainable operations, and implementing leading practices that can enable corporations to achieve their ESG goals.

Deloitte's RESS team has worked with a third of Fortune 100 companies across the globe to help create thriving hybrid work environments. These services include:



Portfolio optimization to inform forward-looking real estate and location decisions based on market realities



Workplace strategies to maximize value of your workplaces by improving efficiency and effectiveness



M&A/Divestiture support to develop integration/separation programs and identify portfolio and operational strategies



Location strategy to identify locations for expansion of global operational footprint



Operations improvement to design operating and service delivery models, including benchmarking and analysis

By combining ServiceNow's solutions with guidance from Deloitte's real estate practitioners, Accelerated Workplace clients approach modern workplace challenges with a unique advantage: experienced guidance and leading tools to execute plans successfully.



Deloitte's Accelerated Workplace approach

In today's ever-evolving workplace, organizational success depends heavily on workforce productivity and execution. That's why Deloitte's approach to Workplace Service Delivery combines full service real estate consulting practice with proprietary, market-leading ServiceNow capabilities.

By uniting workplace services, streamlining workflows, and curating workplace insights, Deloitte's Accelerated Workplace offering delivers a differentiated employee experience and empowers organizations to optimize spaces, resources, and processes as their needs evolve.

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ⁱ Deloitte, [Fall 2022 Fortune/Deloitte CEO Survey](#), 2022

ⁱⁱ Deloitte, [2023 Commercial Real Estate Outlook](#), 2022

ⁱⁱⁱ Forbes, [The Future Of Employee Experience: 3 Trends Reshaping The Workplace](#), 2023.

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