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*POINT OF VIEW*

## ***BREAKTHROUGH.ESM:*** TRANSFORM, OPTIMIZE, AND ACCELERATE YOUR SERVICE DELIVERY

A guide to delivering Enterprise Service and Operations Management with leading-edge capabilities to fuel business outcomes and empower employees



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“ **Adapt** to workforce disruption...  
**Increase** employee engagement...  
**Deliver** results faster...  
**Do** more with less... ”

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As organizations aim to increase resiliency and agility to meet evolving market demands, business leaders know all too well the need to adapt to workforce disruption, increase employee engagement, deliver results faster, and do more with less.

To do so, business services need robust technology that matures faster than the rate of users and customers. Deloitte’s Breakthrough.ESM is a pre-configured ServiceNow enterprise service management (ESM) solution that transforms, optimizes, and accelerates IT service delivery.

Deloitte’s Breakthrough.ESM solution leverages industry-leading design, capabilities, practices, and features, which help organizations realize operational improvements to support the enterprise starting on Go Live Day 1. Artificial intelligence (AI) is an essential enabler to overcome many business challenges, and can further streamline enterprise service delivery. Deloitte and ServiceNow have expanded our alliance in the creation of Breakthrough.ESM to include Generative AI (GenAI) and deliver a superior digital experience that empowers organizations to thrive.

This document shares the potential benefits of Breakthrough.ESM and helps organizations determine whether this managed service offering is a better fit than a traditional self-managed ServiceNow capability.



# Breakthrough.ESM: Turnkey managed service solution

Breakthrough.ESM is a pre-configured solution with analytics and dashboards to improve enterprise service management quickly. The turnkey managed service solution paired with Deloitte's experienced team enables an efficient and effective implementation, saving time and money through technology consolidation, pre-built capabilities, and reporting.

The Breakthrough.ESM solution delivers enterprise service, operations, and business management capabilities with industry-leading practices that can unlock value for shareholders, customers, talent, and the user community in as little as 4 weeks.

Key benefits of implementing Deloitte's Breakthrough.ESM include:

## **Cost savings:**

Total cost of ownership (TCO) of IT tools and licensing can be reduced by 30%

## **Improved incident management:**

Many customers experience a 25% reduction in total major incident outages (P1s) and corresponding downtime

## **Efficient support model:**

Breakthrough.ESM can enable a 10% reduction in L2/L3 Support FTEs to empower a future-state IT operating model

## **Expedited implementation:**

Organizations can be live and operational on Breakthrough.ESM in 4 weeks

## **Accelerated process maturity:**

From Go Live Day 1, Breakthrough.ESM customers can leverage a higher service delivery maturity level that would take 18-months to build on a dedicated instance

Breakthrough.ESM provides enterprise service management best practices enhanced by Deloitte's industry-leading design, capabilities, and features. Working alongside ServiceNow, Deloitte can deliver superior digital and GenAI transformation to help clients thrive by:



**Leveraging Deloitte's industry and managed service experience and ServiceNow's Now Assist Generative AI capability**



**Scaling Operate services globally, a benefit of Deloitte's alliance with ServiceNow**



**Enabling creation of industry-specific, AI-driven solutions that can accelerate the time to value for organizations**

When considering Breakthrough.ESM, Deloitte can assist organizations in reflecting on their service management needs and desired capabilities to determine if a managed service solution is the best fit. Whether you choose a managed service or to design and build a custom solution to unique specifications, Deloitte can help you achieve your desired end state.



# The fastest way to realize value

Selecting a new solution, setting aside time for implementation and training, and adjusting processes to fit new tools can discourage organizations from adopting a new enterprise service management solution. Deloitte's Breakthrough.ESM is designed to help eliminate the pain from the process by accelerating adoptions and delivering leading practice configurations while taking on all maintenance, empowering clients to quickly realize mature ESM capabilities.

Here's how time to value differs between a self-managed instance of ServiceNow and Deloitte's managed service offering, Breakthrough.ESM:

	Self-managed	Breakthrough.ESM
<b>Implementation</b>	20 weeks	
<b>Level 1 maturity</b> <ul style="list-style-type: none"> <li>Limited business visibility, transparency or reporting capabilities</li> <li>Inconsistent service delivery</li> <li>Limited toolset: email, spreadsheets, SharePoint</li> </ul>	Achieved in first 6 months	4 weeks to implement leading practices, pre-configured solutions, and enable adoption
<b>Level 2 maturity</b> <ul style="list-style-type: none"> <li>Add structure and visibility to IT customer support and service delivery</li> <li>Basic case management, tracking department cases</li> <li>Establish internal IT knowledge base</li> </ul>	Achieved in first 12-14 months	
<b>Level 3 maturity</b> <ul style="list-style-type: none"> <li>IT customers empowered to manage their basic service needs</li> <li>IT organization becomes less tactical and more strategic</li> <li>IT customers facing case management and knowledge base</li> <li>Service portal</li> <li>Chat and mobile basic integrations</li> </ul>	Not possible in the first year	Achieved in first day
<b>Level 4 maturity</b> <ul style="list-style-type: none"> <li>Empower IT customers with timely, accurate, and easy support</li> <li>IT works strategically with business partners to add value</li> <li>Standard Service Workflows</li> <li>Bi-directional Integrations with other business systems</li> </ul>	Not possible in the first year	Timeline based on customer's unique needs
<b>Level 5 maturity</b> <ul style="list-style-type: none"> <li>Provide IT customers with complete end-to-end support</li> <li>Remove barriers to deliver exceptional IT customer experience</li> <li>Make it easier for IT customers to be productive and innovative</li> <li>Better engagement and business results</li> <li>Complex and specialized service workflows</li> </ul>	Not possible in the first year	Timeline based on customer's unique needs

End of year 1

Breakthrough.ESM fast-tracks implementation and process maturity, establishing standard IT processes and service delivery in the first year, and expediting innovation and the ability to achieve Level 4 maturity and maximized value in Level 5 in a shorter period.



# Services, functionality, and results exclusive to Breakthrough.ESM

The path to ESM improvement depends on unique factors and circumstances within your business. Here are the benefits available:

## **Implementation and Onboarding:**

To complete implementation in as little as 4 weeks, when it otherwise takes 20 weeks, a dedicated Deloitte team with deep ServiceNow experience coordinate workshops, build data models for onboarding, and apply leading practices in system configurations and workflows.



## **Service Portal:**

Breakthrough.ESM provides a dedicated service portal, which clients use to request services and chat with a service desk, and where any newly reported incidents can be reported directly to L2/L3 IT support (resolving) teams based on the organization's operating model.

## **Discovery:**

ServiceNow Discovery is a key component of Deloitte's Breakthrough.ESM because it provides visibility to the configuration of environments that support the inventory of IT infrastructure and devices such as servers, laptops, network, storage, databases, and more. This helps users:



Log incidents and changes against a specific Service and/or Configuration Item, allowing for better operational health and risk management



Access real-time dashboards and reports, which provide teams with more actionable insights



Enable IT support teams to effectively manage and prioritize work



Provide improved customer experience across the full stack, including the service portal, status of key business systems, service desk chat, and self-service capabilities to submit service requests and look up user-facing knowledge base articles

### Enhanced support and services:

As a truly managed service, Breakthrough.ESM includes enhanced support and services that help clearly define roles, expectations, goals, and outcomes once the initial implementation begins and carries through deployment and beyond. Users can anticipate extracting additional value through:

- A pre-designed ServiceNow instance delivered as a managed service
- Ongoing platform support (all levels of IT support teams)
- Proactive monitoring
- 50 hours of enhancements each month
- Annual platform upgrades
- Vendor coordination
- Operational reporting
- Implement Release 1 for go-live in as little as 4 weeks
- Leading process implementations
- Continual improvements implemented
- ServiceNow licensing included
- Utilization of four total instances—development, proof of concept [POC], test, and production—all with encryption

Breakthrough.ESM clients can experience:



**4-6 TIMES**

faster IT maturity



Complete implementation and onboarding in

**4 WEEKS**



**LOWER  
OVERALL  
TCO**

when compared to building and supporting capabilities in-house

# ServiceNow pre-configurations available in Breakthrough.ESM

Deloitte's Breakthrough.ESM helps ensure a rapid rate of adoption and maturity by preconfiguring ServiceNow's ESM solution with leading practices Deloitte has learned through years of experience empowering enterprise service management excellence. This includes:



## AI-powered Service Desk Chat

The chat system starts with virtual agent, which is an autonomous chat powered by artificial intelligence (AI), where a requester can be transferred to a live agent as needed or requested. Warm hand-offs between the virtual and live agents enable seamless transition for the customer.



## Incident Management

The data-driven, major incident process includes automated user communications for business-critical outages. The communications include real-time SMS, text-based notifications that keep IT leadership and technical teams well informed on major incident escalation and resolution.



## Change Management

Integrate compliance requirements directly into change workflow to support SOX Audits, GDPR, ITAR, and other governing body standards and regulations. Communicate planned outages for user-facing IT teams, published automatically to business users via the Service Portal.



## Problem Management

Integrated with incident and change management processes, problem management enables communication of workarounds and implementation of permanent resolution actions to prevent recurring and major incidents.



## Event Management:

Take advantage of the ability to automate incident creation through easy integration with standard IT monitoring tools—such as those provided by Dynatrace, AppDynamics, SolarWinds and more — as optional integrations. Self-healing is enabled by automated deployment of fixes for routine incidents triggered by events to reduce or eliminate outages.



## Request Management:

Powered by dynamic workflows and driven by data, request management is easy to create and update as your service delivery matures; industry standard catalog items can be pre-populated and available on Day 1, such as application access, enhancements, issue reporting, and hardware requests.



## Vendor/MSP SLA Management:

Managing your third party vendor performance has never been more streamlined with Breakthrough.ESM's SLA configurations and automated dashboards. Identify vendor SLA breaches, automate contract governance and provide breach transparency, and streamline SLA reporting with historical reporting, trend analysis and dashboards.



### **Configuration Management:**

Establish your Configuration Management Database to enable deeper insights into service health and faster routing of incidents and requests.



### **Agile Development:**

Expedite delivery of IT capabilities by tracking your epics, sprints, stories, and tasks. Agile development helps you manage your product backlogs and enhancement requests.



### **Knowledge Management:**

Deepen your expertise with the Breakthrough.ESM solution by easily accessing persona-based knowledge articles (KAs) and dynamic search capabilities for efficient self-resolution or service desk resolution. Furthermore, L2/3 support teams can search for KA's to swiftly resolve incidents and reduce duplication.



### **Project Portfolio Management:**

Project workbench provides a central location for creating and managing projects, including creating RIDAC (Risk, Issues, Decisions, Actions, and Request Changes) records against projects. Review your consolidate project status, issues, risks across your portfolio of projects and collaborate with project stakeholders.



### **Service Portal (Employee service center portal):**

Chat with a live Service Desk agent for real-time support to your business users, see planned and unplanned availability for key business systems, and deflect tickets using self-service knowledge and automated service catalog fulfillment.



### **Timecard Management:**

Log and capture hours for engagements and other tasks on a project or engagement with Timecard Management, digitizing and automating time submission and tracking for assigned tasks.



### **Strategic Planning:**

Plan work using visual roadmaps within the Strategic Planning Workspace. Define portfolio plans to start aligning your work with the business strategy and business outcomes. Plan, re-forecast, and track financials for key planning areas such as projects, demands, or epics. Use Demand Management to centrally capture and assessing strategic and operational opportunities.



### **Advanced analytics and reporting:**

Transparency and insights are readily available with pre-built "go live" and leading practice reports and dashboards that monitor key performance indicators (KPIs) and system adoption from Day 1 launch.





# So much more than a ticketing tool—spark exponential progress with Breakthrough.ESM

Breakthrough.ESM is overseen by Deloitte's experienced practitioners and configured with proprietary leading practices to help ensure a rapid go-live experience, and enable fast adoption of mature capabilities with proven configurations, minimizing maintenance hassle, and maximize return on investment.

Deloitte's solution empowers clients to focus on delivering IT services with an overall lower total cost of ownership when compared to building and supporting capabilities in-house.

**If you're ready to accelerate and transform enterprise services and operations for your business to yield impact and long-term value, please contact our team.**

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