



## The new challenges in Enterprise Service Management

Your reliable partners  
for integrated solutions

Work in enterprise service management has changed fundamentally as a result of digitization. While the benefits and opportunities are undisputed, the rising challenges present managers with high service demands. Delivery models are becoming increasingly complex, service requirements are constantly changing, and budgets are shrinking rather than expanding.



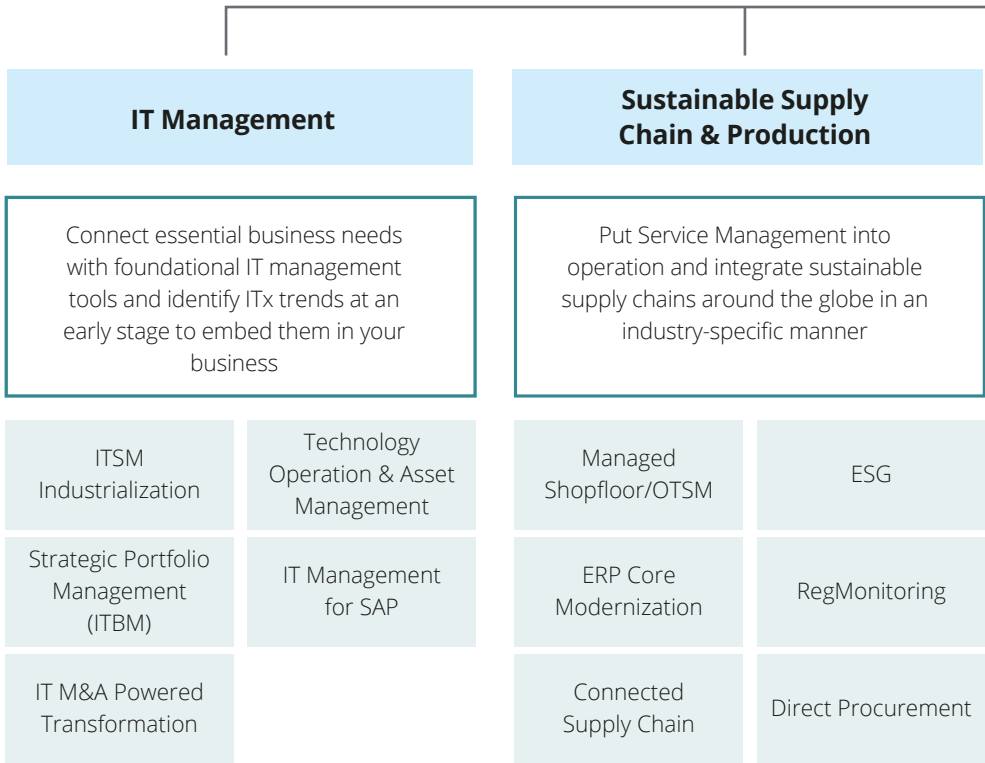
To ensure a high-quality service experience, it is no longer enough to focus only on transformation processes. Our experience shows that it is critical to internalize ongoing change, become resilient to disruption, and continuously reshape the way we work.

ServiceNow with the Now Platform offers capabilities which demonstrate that scalability and flexibility are by no means incompatible. As a ServiceNow Global Elite Partner, we as Deloitte not only have extensive technical implementation knowledge, but also a unique network of experts focused on topics far beyond traditional IT issues. With our deep understanding of processes in various areas, we deliver holistic and integrated solutions that can be implemented transparently, efficiently and quickly.

In addition, we anticipate and develop solutions and products in the areas of IT management, sustainable supply chain & production, digital enterprise & customer services, human capital and risk advisory and can access a global Deloitte network to cover all parts of the business value chain not only from a technical but also from a functional perspective. As Deloitte, we work with ServiceNow to develop suitable solutions for our clients to make an impact that matters.

## Organizational Transformation Capabilities

Mark



## Business Expertise





## Industry Insights

# et Offering servicenow®

### Digital Enterprise & Customer Services

Create "Digital First Business" for our clients by digitizing and automating the work, service, process and experience layers – for employees and customers

Digital Service Transformation

Digital Customer Services

Digital Business Services (GBS/ESM)

Connected Customer Operations

Field Service Management

Digital Finance

### Human Capital

Develop and promote digital HR and service delivery workflows through solutions such as Employee Document Management and HR Lifecycle Events

HR Service Delivery

Knowledge Management Library

Electronic Document Management

Workers Council Application

Global Mobility

### Risk Advisory

Leverage our ServiceNow-enabled Vendor Risk Management, Audit Management, and SecOps to build trust, resilience, and security

Extended Enterprise Risk Management

Hardware and Software Asset Management

FinOps & Cloud Cost Optimization Services

Third Party Risk and Vendor Risk Management

Integrated Risk Management/GRC

Tax Compliance Management System

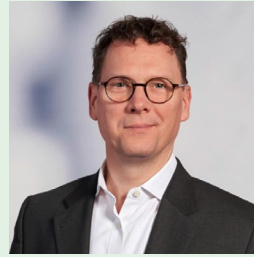
Security Operations

BCM, ITSCM, Crisis Management

## Platform Know-how



We are looking forward to advising you on every aspect of Enterprise Service Management and ServiceNow-specific solutions – feel free to contact us!



**Peter Blome**

Market Offering Lead  
ServiceNow  
pblome@deloitte.de



**Jochen Fauser**

Offering Lead Technology,  
Strategy and Transformation  
jfauser@deloitte.de



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