



## **Financial Services Operational Continuity**

Deliver Resilience, Efficiency and Customer  
Experience with Enterprise Business Services

# Financial Services Operational Continuity

Financial Services Companies face many challenges. Regulators insist on resilience and increased capital. Disruptors deploy efficient technologies that improve Customer experience. Enterprise Service Management offers Banks and Insurance Companies the means to redesign their Service Companies. Investment priority can target critical services and Operational Continuity.

**Deloitte has partnered with ServiceNow® to create a solution for Financial Services Operational Continuity. Accelerate the creation of Service Companies with Industry-standard design. Improve service management.**



**Increase insight** to link customer, product and business **shared service dependencies** via **service chains**

- Compelling view of the end to end operating model for the Service Company that allows performance reporting and resolution planning
- Pre-built Financial Services Business Service Catalogue (using Banking Industry Architecture Network<sup>1</sup> taxonomy) as an accelerator
- Unified platform to govern the services lifecycle, record audit trails and correct service deficiency

<sup>1</sup> BIAN: <https://bian.org>



**Enhance service levels** with service management and vendor management **discipline** and **expertise**

- Pre-configured vendor management capability for Legal Entity contracts and Service Level Agreements (SLAs) management
- Change control management, query management, dispute management, service credit management processes and more
- Measure service levels, track delivery of agreed terms and obligations to demonstrate contractual compliance



**Grow value** with an efficient service-based **planning, consumption & billing engine** and **performance reporting**

- Collect and consolidate Service Consumption from the Lines of Business, originated from within ServiceNow or external data sources
- Rate setting engine to consolidate finance data and set service charges based on Industry-standard cost models
- Issue a Bill of Service for the Lines of Business, in a language they understand and produce impactful reports

Deloitte is a Global Strategic Partner of ServiceNow



**Top Tier**

ServiceNow Global  
Strategic Partner



**100+**

Major ServiceNow  
Engagements



**110+**

Certified ServiceNow  
System Administrators



**12,000+**

Remote Support  
Resources



**1,000+**

ITSM v3  
Practitioners

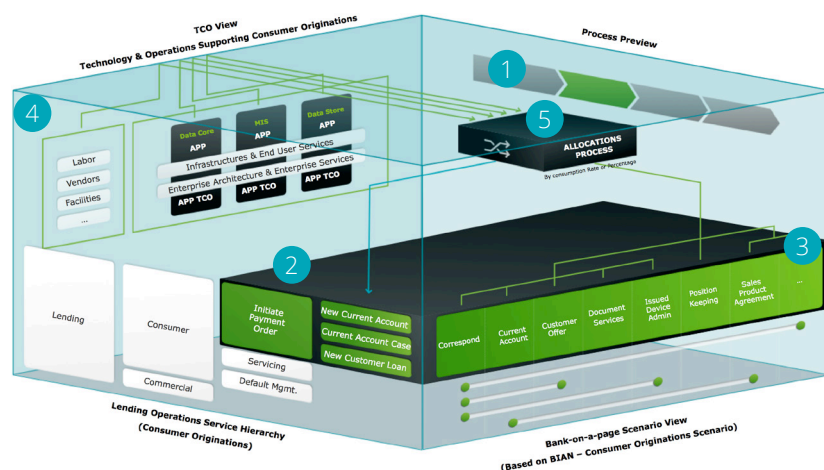


Know more at  
[www.deloitte.com/fsoc](http://www.deloitte.com/fsoc)

**Our solution enables Banking Business Lines to rely on robust Operations, Technology and People services provided “as a service”, at arm’s length, from a separate Service Company.**

- 1 Lines of Business drive the processes and Customer Journeys on a daily basis as part of “business as usual”
- 2 Processes consume Customer Services from Operations, Technology and other Group Functions
- 3 Customer Services are combinations of Operational Services, aligned to Banking Industry Architecture Network (BIAN<sup>1</sup>) standards
- 4 Assets, Applications, People, Facilities and Third Parties are combined to deliver Operational Services
- 5 Consumption and Cost Allocation is then used to charge Operational Services to the business and provide performance reporting

## Service Company Architecture



**BIAN**  
Banking Industry  
Architecture Network

Visit our booth at Knowledge17 to learn more about our offer, and experience how a Service Company operates using our **Virtual Reality Plug-in for ServiceNow**.



# Meet the team



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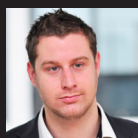
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