# From vision to value

**Evolving your shared services** with GBS on Now



Investment in global business services (GBS) can help you amplify the impact of your technology and teams, but many businesses still face challenges.



One organizational vision, but different functions still work in silos.



Because functions and their technologies are siloed, users are forced to engage with separate entry points.



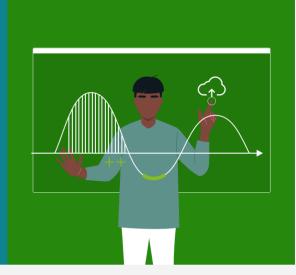
This can create duplicative, manual work, confusing and frustrating employees.

## With GBS on Now, Deloitte helps your business at every step of your GBS journey.

Using our "Engage, Act, Perform" framework, we simplify organizational and technological complexity to quickly deliver business impact.







## **Engage**

Put humans at the heart of your design and create a one-stop-shop for GBS services.

### Act

Go beyond robotic task automation and digitize work across functional silos.

### **Perform**

**Build a GBS command** center to gain robust insights from analytics from across the enterprise.

## To meet today's business challenges, it's not enough to simply exchange one technology for another.

It takes a clear vision and defined path for progress. Deloitte can help you take the crucial steps that accelerate your GBS journey—so your organization can start small, then grow fast.



### Create a service taxonomy. Organize and classify the

services that are available to create a global portfolio.

### Optimize your service catalog. Vertically and horizontally integrate

the service catalog across user intent for a few key functions.

## Bring it all together.

Boost experiences and efficiency with a unified portal that provides self-service access to the catalog and knowledge management.

Create, curate, and harvest knowledge to power continuous improvement while also enabling self-service.

Implement knowledge management.

**GROW FAST** 

Scale your engagement layer.

## Increase your impact with access to more

GBS functions via universal request or virtual agent on mobile or desktop.

6

### Use the power of ServiceNow to workflow user journeys for edge-to-edge delivery with integrated

Improve the "messy middle office."

services across functions. **EVOLVE BEYOND** 

**Empower GBS desk agents.** 

### Integrate with enterprise back-end systems to reduce "swivel-chairing" while shifting routine work away from

email, phone, and desk agents to quickly resolve problems.

## with Deloitte and ServiceNow. The future of GBS lies in its ability to help companies do even more with less. By leveraging data

**Accelerate your GBS transformation** 

and knowledge from across multiple businesses, functions, and geographies, GBS on Now from Deloitte and ServiceNow can transform customer and employee experiences with predictive insights at unparalleled speed. Europe, Middle East, and Africa **Americas** Asia-Pacific

**Roy Scholte** Senior Manager, Enterprise

Service & Process Management **Deloitte Consulting** Netherlands rscholte@deloitte.nl

Martje van der Sluijs Director, Finance & Performance Deloitte Consulting UK

**Candice Sieg** Sponsoring Partner, GBS on Now Deloitte Consulting UK

csieg@deloitte.co.uk

## **Dorthe Keilberg**

**Partner** 

Netherlands <u>dorkeilberg@deloitte.nl</u> Sean Pepper

**Deloitte Consulting** 

Partner, Enterprise Technology & Performance Sponsoring Partner, GBS on Now

### Saurabh Dubey Managing Director, Technology

Strategy & Operations Deloitte Consulting US saurdubey@deloitte.com Parag Saigaonkar

Partner

Deloitte Consulting US psaigaonkar@deloitte.com

## Saurabh Mathur

saurabhmathur@deloitte.com

**Deloitte Consulting India** 

Deloitte Consulting UK mvandersluijs@deloitte.nl **Kort Syverson** sapepper@deloitte.co.uk Principal Deloitte Consulting US ksyverson@deloitte.com

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms or their related entities (collectively, the "Deloitte organization") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.