Deloitte. | **servicenow.**

2025 WORKFLOW AUTOMATION OUTLOOK

TURN POSSIBILITIES INTO PROGRESS WITH *TRANSFORMATIONAL OUTCOMES*

2025
TRENDS

A WORD FROM
ASISH RAMCHANDRAN

Looking back, it's easy to see how last year's priorities helped shape today's reality. In many ways, Deloitte's 2025 workflow automation trends are a masterclass in pushing the boundaries of 2024's continued goal: driving value from every tech investment.

Nearly all conversations seem to come back to value. Even in sports, where "MVP" doesn't mean "minimum viable product," but quite the opposite—the most valuable player across the league. But in all seriousness, many people are on the hunt for deeper value—considering where to find it, possible ways to develop it, and what it takes to deliver on it.

Like them, you're probably eager to take the next step in sparking progress and driving lasting value for your enterprise's future. But first, having answers to key questions, and insights into emerging tech, like agentic AI, can make a difference.

While each enterprise may be at a different stage in its journey to realizing maximum value, together, we can discover what's truly possible with business transformation.

Now is the time to turn our insights and solutions into your impact.

Asish Ramchandran
Global Chief Commercial Officer
ServiceNow Alliance
Deloitte Global

Five questions from clients I'm hearing again and again:

What solutions are available to meet the **unique needs of my industry?**

How do I leverage workflow automation, even if I'm **outside of IT?**

What's the key to building a **resilient tech ecosystem?**

How can I drive sustained value from my agentic and Generative **AI investments?**

What does it take to **infuse continuous innovation** across the enterprise?

NEXT: EXPLORE THE VALUE CONTINUUM

CHART YOUR VALUE PATH
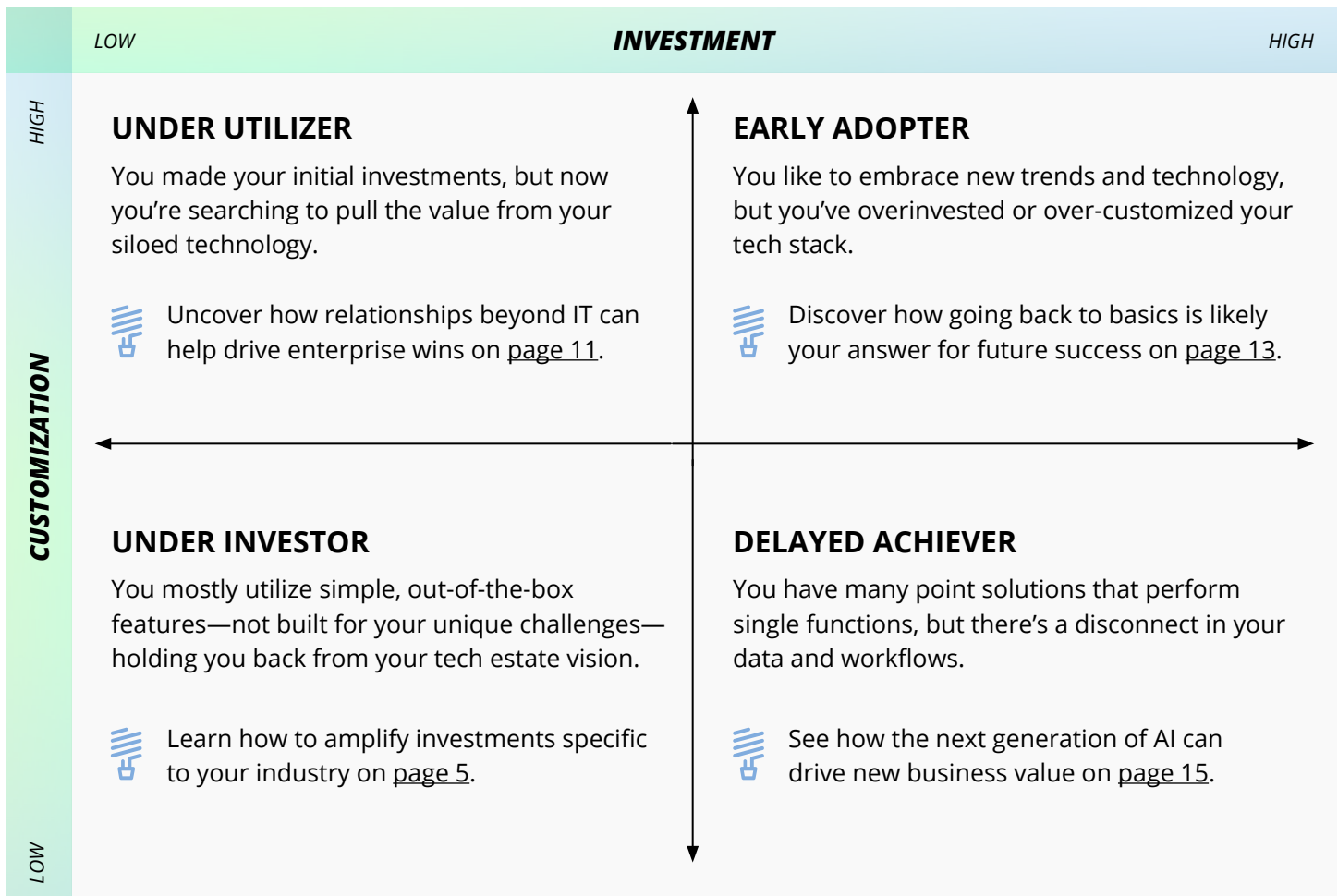## FOR MAXIMIZING INVESTMENTS

Knowing that "value" is the end-game, where is the starting point?

When enterprises are asked if they're getting the value they expect from their tech investments, they say everything from: "I don't know" or "we think so," to "absolutely not" or "not to its fullest potential." And the reality is that each organization can find themselves in a different place.

Your starting point often depends on two factors: the **investment** to date, and how **customizations** have evolved with the business. Do your investments match your ROI? Are your customizations and how you've used them benefiting the enterprise?

No matter the current state, there's always room for growth. But where you start—and how you respond—depends on how fast you can push ahead.

WHERE ARE YOU ON THE VALUE CONTINUUM?

	LOW INVESTMENT HIGH
HIGH	**UNDER UTILIZER** — You made your initial investments, but now you're searching to pull the value from your siloed technology. Uncover how relationships beyond IT can help drive enterprise wins on page 11.	**EARLY ADOPTER** — You like to embrace new trends and technology, but you've overinvested or over-customized your tech stack. Discover how going back to basics is likely your answer for future success on page 13.
CUSTOMIZATION	**UNDER INVESTOR** — You mostly utilize simple, out-of-the-box features—not built for your unique challenges—holding you back from your tech estate vision. Learn how to amplify investments specific to your industry on page 5.	**DELAYED ACHIEVER** — You have many point solutions that perform single functions, but there's a disconnect in your data and workflows. See how the next generation of AI can drive new business value on page 15.
LOW		

NEXT: DRIVE VALUE IN YOUR INDUSTRY

TAILORED OUTCOMES:
THE INDUSTRY IMPERATIVE

Business transformation starts with your industry and the specific challenges you're trying to overcome. Enterprises want to see themselves, their industry, and their customers in the technology they're procuring.

Creating sector-specific impact takes more than just applying one-size-fits-all workflows and automation, like custom-built solutions that deliver transformative results.

Deloitte and ServiceNow deliver industry-specific solutions, informed by decades of experience and built on Deloitte's leading IP.

"

AI innovation is paramount to exceeding customer expectations and delivering use cases that drive tangible industry value—here and now. Furthermore, AI can supercharge employees and reshape business outcomes with greater productivity and agility than what was previously possible. ServiceNow combines AI, data, and workflows as an intelligent and self-learning system of action for enterprises.

Michael Park
Global Head of AI Go-to-Market
ServiceNow

NEXT: POWER YOUR INDUSTRY TRANSFORMATION
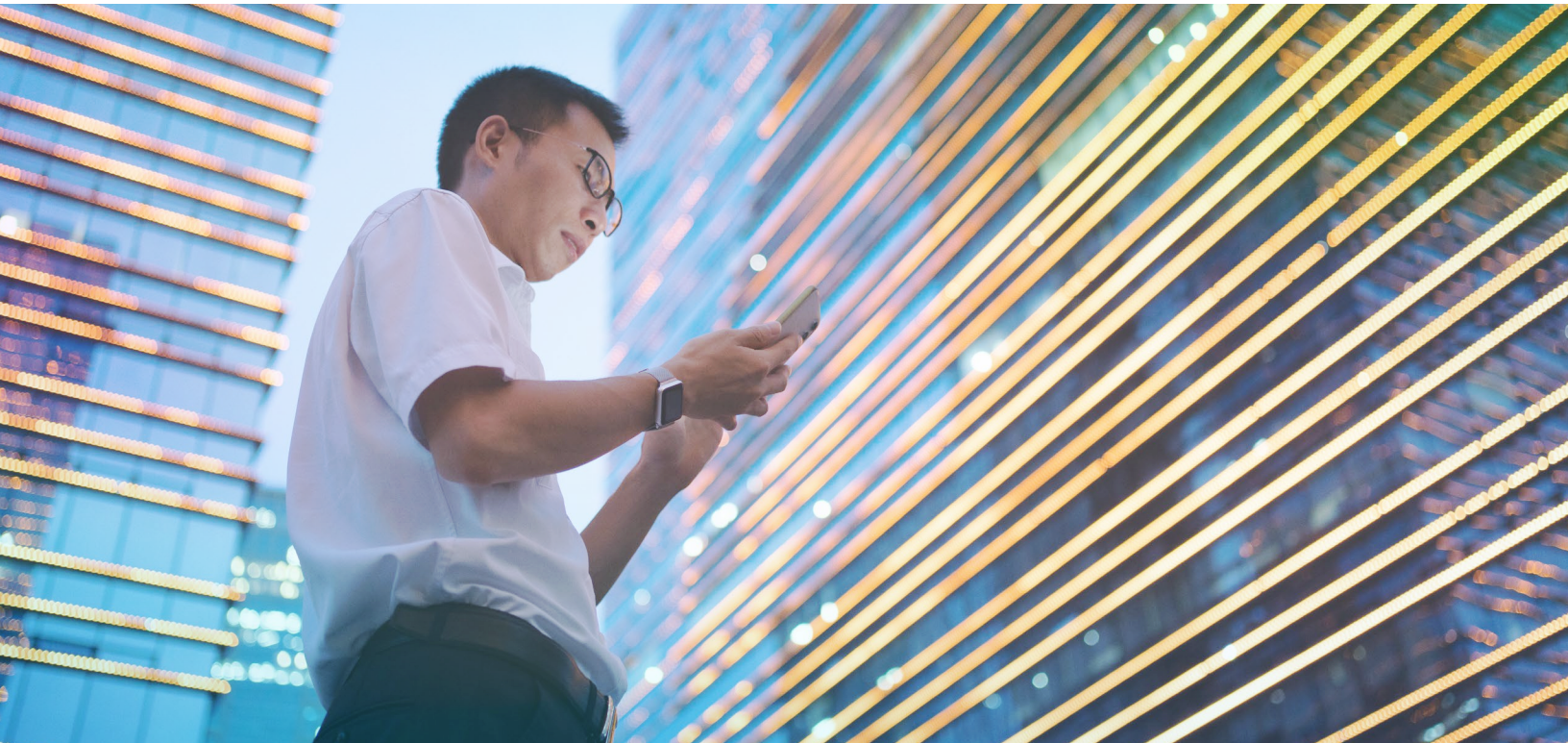
DISCOVER WAYS TO INNOVATE IN YOUR INDUSTRY

ENERGY, RESOURCES, AND INDUSTRIALS

As leaders in the energy, resources, and industrials industry heed the call for more sustainable operations and the reality of a net-zero tomorrow becomes clearer, enterprises can make certain that profitability and sustainability still coexist. With the right technology and strategy, they can build resiliency, unlock agility, and leverage AI-powered technology.

Deloitte in action

IT adds complexity to operational technology, especially with more production operations being controlled by software in today's world. Managed Shop Floor Operational Technology Service Management (OTSM) delivers flexibility, agility, and autonomy to increase overall production and equipment effectiveness on the shop floor—all while reducing the costs of labor, maintenance, and warranties.

Power sustainability across the manufacturing value chain

Delivering a sustainable supply chain helps prevent business risk, and as new regulations arise, the time for action is now. One automotive leader focused on designing for the circular economy and prioritizing sustainability as part of the design process. With Deloitte and ServiceNow, the company reimagined its supply chain to inject resilience, efficiency, and transparency across global suppliers and meet zero emissions by 2050—without sacrificing performance or value.

SUCCESS SHOWCASE

A German manufacturer needed to modernize its shop floor service management to reduce downtime and generate savings. Together, Deloitte and ServiceNow designed and launched an OTSM pilot in one of the manufacturer's plants, creating a one-stop-shop ticketing system that improved and accelerated resolution with:

up to 80% faster ticket routing to central IT

a structured, smarter ticket resolution process for issues solved onsite

automatic forwarding of tickets to the correct solver group

SEE HOW

NEXT: EXPLORE MORE INDUSTRY INNOVATION

FINANCIAL SERVICES

The financial services industry has weathered waves of uncertainty. With a combination of digital capabilities and future-forward technology, financial services leaders can connect their enterprise and scale technology to build a proactive digital business, and adapt to remain competitive.

Deloitte in action

Security and traceability are top priorities for financial institutions as they manage vast amounts of customer data. ClaimsView, a rapidly deployable, highly scalable, cloud-based case management solution, can help organizations capture, manage, resolve, and report large volumes of claims.

SUCCESS SHOWCASE

A large North American bank turned to Deloitte and ServiceNow to help enhance their digital experiences for customers and employees. Together, the teams implemented a system overhaul that infused automation throughout critical processes and digitally connected the enterprise to rapidly scale and promote collaboration across the business. By modernizing their customer service landscape, the bank unlocked productivity with:

1,000+ employees actively using ServiceNow

1M customer interactions captured annually

NEXT: EXPLORE MORE INDUSTRY INNOVATION

GOVERNMENT AND PUBLIC SECTOR

Government organizations around the globe are exploring sovereign clouds to help ensure they have independent cloud capabilities that meet their regulatory obligations. In doing so, they can better reinforce data ownership, protect intellectual property, boost digital resilience, and maintain strategic independence.

Deloitte in action

Public agencies and higher education institutions can jump-start a project to replace or augment legacy systems with ready-to-configure packages. GovConnect, a suite of Deloitte and ServiceNow solutions and accelerators, can address common enterprise management challenges and maximize the value of platform investments.

Set the pace for AI transformation

Nearly a quarter of government organizations are well ahead of others in the industry by reaping greater returns on organizationwide transformation. Enter the pacesetters. These government and public services (GPS) leaders are seeing greater dividends from business modernization at scale, realizing more value from AI-driven digital workflows, and building public trust and confidence by cultivating positive experiences.

SUCCESS SHOWCASE

To transform their enterprise security monitoring, a government entity of Ontario engaged with Deloitte to implement a new monitoring platform with ServiceNow Security Incident Response (SIR) for alert management, case management, and orchestration in their complex tech ecosystem. With end-to-end integrations in place, they experienced:

Streamlined security alert management across multiple platforms

Automated ticket transition from alerts to incidents

Reduced manual tasks and overall workload for security monitoring teams

To provide access to residents who need employment and career development support from government assistance programs, a state government's labor department engaged with Deloitte and ServiceNow to create a workforce case management system. The system leveraged ServiceNow out-of-the-box functionality to serve as a platform for government and community partner resources. This landmark project resulted in:

Enhanced efficiency in handling cases, ensuring quicker and more effective support for residents

Simplified quarterly federal reporting mandates, reducing administrative burden

Improved accessibility to employee services for citizens returning to the workforce

NEXT: EXPLORE MORE INDUSTRY INNOVATION

LIFE SCIENCES

In an industry as complex and fast-moving as life sciences, change often feels constant. Enterprises are inundated with technological advancements that offer the potential for sweeping transformations across the value chain. Today's life sciences organizations require the right technology investments and a diverse ecosystem of applications, cloud solutions, and service providers to keep up with ever-evolving expectations.

Deloitte in action

ConvergeCare absorbs inputs from existing medical data and clinical management platforms—all in one place. This helps providers easily manage shift and clinical workload visibility, clinical and ward tasks, workload allocation, patient journey boards, and clinical task communication to give much needed time back to clinicians.

SUCCESS SHOWCASE

Deloitte and ServiceNow supported a leading pharmaceutical organization in reducing risk associated with incidents and vulnerabilities, as well as tracking compliance with stringent industry regulations. After implementing ServiceNow, the enterprise experienced:

100%

reduction in time to identify and react to security incident threat intelligence information

93%
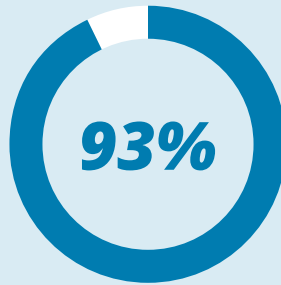
reduction in time to notify privacy teams to block malicious email addresses

81%
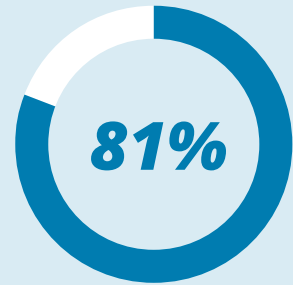
reduction in time to track vulnerability remediation efforts

SEE HOW

NEXT: EXPLORE MORE INDUSTRY INNOVATION

TECHNOLOGY, MEDIA, AND TELECOMMUNICATIONS

The high-speed, high-energy technology, media, and telecommunications (TMT) industry delivers everything from wireless connectivity and streaming to TV and advertising. This rapidly changing ecosystem thrives on agility and connection to ensure that it isn't just keeping up with the speed of innovation—it's setting the pace.

Deloitte in action

Consumers have almost infinite choices of what, where, and how they experience media—and they want it all. With Converge.Connect., organizations can deploy ServiceNow with Deloitte assets and accelerators to achieve profitability and growth while delivering personalized, engaging experiences that keep customers plugged in.

SUCCESS SHOWCASE

When two global media brands came together to form one multinational media and entertainment enterprise, both organizations had their own processes, programs, and ServiceNow implementations to run their services. But with the mission of becoming a united powerhouse in the industry, they were challenged with merging two very different organizations into a single IT service management enterprise. To design a more seamless end user and customer experience, the project delivered:

40-50

facilitated discovery sessions over three days

4,235

virtual agent interactions from 2,556 individual users in the first two weeks

33

knowledge bases rationalized and consolidated to just eight

NEXT: DRIVE TRANSFORMATION ACROSS DOMAINS

INFUSE AUTOMATION
BEYOND TECH AS A FUNCTION

To leverage automation and AI in every area of the organization, CIOs should build relationships with other C-suite leaders to create a more connected, tech-enabled enterprise.

Given tech leaders' central role in business transformation—as nearly two-thirds are measured based on their organization's revenue and cost performance—they have always understood the power of data centralization and automation. But there's a growing understanding from stakeholders that if you want to innovate, you must innovate everything, and that requires uniting data and processes across the business.

Now, heads of HR, finance, procurement, risk, supply chain, and more—even the board of directors—are leveraging their relationships with CIOs to explore platforms that go beyond KPIs and create change.

Deloitte in action

Stakeholders can serve as digital vanguards in their domains and prioritize a growth mindset with GBS on Now. Through a focus on business impact, transformation leaders throughout the enterprise can help provide excellent employee services, accelerate service delivery, and unite organizational silos.

SUCCESS SHOWCASE

The legal team of one of the largest financial institutions in the world took a bold step toward transforming its service delivery model. Their teams had largely evolved alongside the bank, resulting in inconsistent services and points of access. Working with Deloitte, the legal team consolidated and streamlined the provision of key services by introducing the ServiceNow Legal Service Delivery module, saving millions through technology consolidation and creating a data-driven foundation for continuous improvement.

DRIVE VALUE TODAY

Tear down data silos between departments to identify opportunities for data sharing and enterprise innovation that supports multiple domains. With increased visibility, organizations can improve decision-making, increase process optimization, and ensure that all areas of the company can move forward, together.

Explore deeper integrations with your enterprise's most critical business systems—including HR Management Systems, Enterprise Resource Planning (ERP), Customer Relationship Management, Supply Chain Management, and financial management systems—to make the most out of your current tech investments and be prepared to support future trends.

Develop a clear vision with a roadmap that ties business outcomes to transformation goals. Then designate a business sponsor that can help keep stakeholders on track throughout the process.

STAKEHOLDERS' ROLES IN THE TECH ECOSYSTEM

CISOs may turn towards platforms that provide a 360-degree view of security and compliance operations to better defend the enterprise from cyber risks.

2025 OPPORTUNITY:
Leverage platform engineering to increase security operations and meet compliance benchmarks.

COOs are able to have a deep understanding of how and where automation can augment their employees' working world for maximum impact.

2025 OPPORTUNITY:
Advocate for workflow automation that aligns with operational objectives.

CEOs can have visibility over strategies, decisions, and results—their support can go a long way in bringing the leadership team together.

2025 OPPORTUNITY:
Enable the C-suite to advance tech priorities that support enterprise goals.

CFOs can advocate for platforms that interconnect risk and tax processes—leveraging data to further financial goals.

2025 OPPORTUNITY:
Unite the complexities of finance to optimize budget and enterprise investments.

CISO
COO
CEO
CFO
CHRO
CSCO

CIO/CTO

The CIO or CTO are at the center of any business transformation initiative and are key influencers of digital enablement across the enterprise—no matter the implementation.

2025 OPPORTUNITY:
Align stakeholders across the enterprise to drive value from tech.

CHROs can help unite employee processes, provide self-service opportunities, and infuse knowledge into HR procedures.

2025 OPPORTUNITY:
Define and streamline HR inefficiencies to free up resources.

CSCOs may rely on tech-enabled visibility over the entire supply chain to infuse agility into complex operations.

2025 OPPORTUNITY:
Navigate the inflection point of numerous procurement and delivery objectives.

NEXT: STRATEGIZE FOR CONTINUOUS INNOVATION

THE FUTURE OF TECH =
A RESILIENT ECOSYSTEM

Instead of disparate point solutions or tools, technology should be stitched together into an ecosystem that operates seamlessly. This includes how and where you host that infrastructure and data. While ERP modernization is a top priority for many organizations, it's only one piece of the puzzle. The right networks of tech solutions can create the foundation for more agile, resilient, and cost-effective enterprise management.

Enterprises can feel overwhelmed by tech debt. And where there is tech debt, there can be visibility gaps or vulnerabilities—creating a security risk. Prioritizing end-to-end integrations that unite multiple resources can help create an enterprise ecosystem that turns tech debt into innovation power. This resilient strategy helps avoid a "do nothing" approach and drives:

SUCCESS SHOWCASE

Rio Tinto, a leading global mining group, engaged Deloitte to reimagine their global HR technology ecosystem with ServiceNow and Workday. The ServiceNow platform's HR Service Delivery portal, case and request management, and life cycle events solutions for employee journeys were all integrated with Workday. This integration has simplified and standardized processes with a user-friendly hub for people knowledge and tasks, empowered leaders and teams, and allowed the people function to engage more effectively as valued business partners.

50+ microsites built

76 HR services in multi-channel intake

80+ tasks orchestrated using ServiceNow Lifecycle Events

1 **Resilience in the digital core** with end user interactions taking place outside of databases.

2 **End-to-end integration** between enterprise software and systems of record.

3 **Data to work in concert**, reducing silos and increasing visibility.

4 **Increased ROI** with a more streamlined approach to enterprise technology.

DRIVE VALUE TODAY

Modernize your ERP core
by layering ServiceNow as the system of action over your ERP. By keeping interactions outside of the ERP, enterprises can boost efficiency, elevate ERP experiences, and accelerate impact that matters.

READ HOW

Level up your cloud strategy
by running the ServiceNow platform on your hyperscaler cloud of choice. By building your tech ecosystem with a flexible partner like ServiceNow, you can tap into trusted relationships and optimize your cloud spend with the experience and innovation of ServiceNow.

EXPLORE THE CORE *IN DELOITTE'S TECH TRENDS*

Organizations rely on their ERP as a system of record to manage their enterprise's data—providing a reliable source of truth. But, over the years, many have found that these systems have become over-customized and overburdened by costly modifications. Now, with the power of AI as the connective tissue across business domains, organizations can reduce tech debt and increase agility.

As AI continues to evolve, cutting-edge advances, like domain- or industry-specific agentic AI, can change the game for human and machine collaboration. Together, they can take on certain tasks and give time back to the employees who power the business, allowing them to focus on more valuable tasks.

Discover the latest from AI and core modernization in Deloitte's 2025 Tech Trends Report, delivering insights to reveal what's new and next in enterprise tech.

VIEW THE REPORT
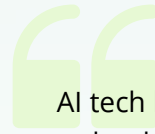
> " AI tech built into systems of record is going to be decent at incremental improvements to existing ways of working. But for that step function change, it has to come from AI that works across domains, that takes advantage of data that's not just resident of one system of record, [that] can look at all of it, run the model on all of it, take actions across all of it. That's the real unlock here.

Chris Bedi
Chief Customer Officer
ServiceNow

NEXT: EMPOWER YOUR WORKFORCE WITH AI

HUMAN-FOCUSED,
AI-POWERED TRANSFORMATION

Enterprises continue to explore AI's potential and see the wave of possibilities it promises. One Deloitte survey found that 67% of organizations report an increase in GenAI investments given strong value seen to date. Proven AI use cases show organizations how to support employees with next-level tech that can boost productivity.

Enterprises have lots of decisions to make when it comes to AI, especially amid the rise of agentic AI. Here are a few questions to help determine your priorities when scaling:

1 **Where do humans fit?**
Agentic AI can reshape the way humans work with AI to complete tasks. AI-powered agents can help relieve some of the manual, time-consuming tasks that occupy employees' workdays, but require human expertise and review to ensure accuracy.

2 **How can I speed up value creation?**
Out-of-the-box solutions, such as virtual agents, with built-in AI capabilities can provide a quicker path to value realization—leveraging large language models (LLMs) that are tailored to your industry and domain.

3 **How do I infuse resilience into my AI strategy?**
To avoid introducing risk into your tech ecosystem, leverage cyber-resilient LLMs and AI applications to protect enterprise data ingested into the model. Human checks and balances are also essential to help manage risks in your AI ecosystem.

4 **How can I apply AI governance and controls?**
Prevent incorrect outputs by creating guardrails for end-to-end governance and controls over AI. The right systems can help monitor compliance and report back expected outcomes to preserve quality and enhance consistency.

DRIVE VALUE TODAY WITH AGENTIC AI

Agentic AI is the latest future-forward innovation in AI. With the ability to accelerate tasks through the use of an AI agent, these software solutions can help enterprises meet objectives, only guided by human supervision and review.

With a wide range of applications, agentic AI as an enabling technology may be the answer to executives' quest for greater value. Agentic skills are in development and already making an impact in numerous areas, including:

Manufacturing
Leverage an AI agent to harness historical data and predictive analytics, accelerating incident resolution and minimizing downtime.

Insurance
Create an AI agent to review forms and advise on errors or additional data required, enhancing user experience and reducing time to outcome.

Procurement
Enhance market analysis to source the best vendor with an AI agent dedicated to vendor management and compliance.

Supply chain
Deploy an AI agent to identify data discrepancies for more accurate inventory.

Employee communications
Tap an AI agent to deliver timely, personalized messages to employees.

SecOps
Increase security efficiency with an AI agent that detects threats and code vulnerabilities then generates reports.

NEXT: DISCOVER THE LATEST AI USE CASES

DRIVE VALUE FROM AI WITH SERVICENOW NOW ASSIST

AI continues to push the pace of innovation forward at a relentless rate.
Ride the wave of AI innovation and explore the latest value drivers with Now Assist.

LEARN MORE

SOURCING AND PROCUREMENT

Simplify procurement intake processes, increase compliance and accuracy, and minimize friction with fulfillment. Initiate a procurement request or access information through a conversational prompt, removing the need to navigate complex systems.

AI AGENTS

Pave the way for AI agents that orchestrate the end-to-end value chain with the skills to identify and resolve problems with minimal human oversight while aligning with your company's specific parameters.

AI-INFUSED USE CASES, POWERED BY SERVICENOW

CHAT AND EMAIL REPLY GENERATION

Service agents can spend less time writing emails with AI-generated responses and revisions that provide context-aware details and help ensure more effective communication, especially on mission-critical incidents.

NOW ASSIST SKILL KIT

Utilize Now Assist to build custom GenAI skills for specific use cases that aren't available out-of-the-box. Developers can easily build, test, and deploy new GenAI skills and their underlying prompts, offering powerful options for customization.

SECURITY OPERATIONS

Quickly contain security threats with AI-driven incident summarizations and interactive Q&As to automatically prioritize—and respond—to each security event.

DATA VISUALIZATION GENERATION

Help teams more effectively visualize data and make informed decisions quickly to reduce bottlenecks and speed up response times. Users can get fast insights without needing to know anything about the underlying structure of their data.

NEXT: DESIGN YOUR TECH ECOSYSTEM

PLAN FOR CONTINUOUS INNOVATION
ACROSS YOUR ENTERPRISE

Some organizations find that while they have access to talent, there is a gap in the skills and capabilities necessary to drive a continuous life cycle of value and embrace change.

To expand the life cycle of innovation, enterprises need access to cost-optimized capabilities and the ability to maximize their resources. Solutions like hyperautomation can help businesses get ahead, drive compound results, and make innovation an intrinsic part of enterprise DNA.

Move with confidence

When enabled by the right AI capabilities and supported by experienced leaders, enterprises can gain the right mix of tech and talent to power innovation. Together, Deloitte and ServiceNow are a force-multiplier for embedding the power of AI into your organization's DNA, enabling an efficiency boost of up to 50% in aggregate with Operate Managed Services.

SUCCESS SHOWCASE

As an early adopter of ServiceNow, a health services organization continues to optimize their enterprise on the ServiceNow platform to foster innovation, improve operational efficiencies across both IT and business, and implement GenAI solutions. With an established set of objectives and strategy, Deloitte helped them execute and operationalize their vision, contributing to:

Improving their overall platform health score

Optimizing and maximizing the use of ServiceNow licenses and functionalities

Expanding the ServiceNow footprint across the enterprise through implementation of new functionality (including Application Portfolio Management and IT Asset Management)

Exploring additional GenAI functionality with Now Assist to drive automation and efficiency across the enterprise

DRIVE VALUE TODAY

Optimize your investment to power your enterprise and budget spend toward licenses and personnel. Then, prove your efficiency gains and elevated outcomes with tracking, management, and governance capabilities.

Advance past incremental GenAI adoption to inject AI into your workflows with leadership who understands where— and when—AI is applicable.

Focus on productivity to boost innovation, spend more time on strategy, and realize operational improvements. Leverage automation so employees spend less time on manual tasks and more time advancing innovation in their roles.

POWERING PROGRESS THROUGH
DELOITTE'S OWN SERVICENOW EXPERIENCE

"

ServiceNow is a unique cloud platform that enables a wide range of business processes across the organization—it's truly an enterprise workflow engine. Deloitte invested in the platform eight years ago when we saw its potential to transform how we work, and while we started by reimagining IT workflows, today we leverage the platform's end-to-end capabilities globally across our 150 member firms to connect HR, finance, risk, and customer service data and processes. When we need technology to solve our biggest business transformation challenges—and get ahead of emerging trends—we start with ServiceNow.

Joe Erskine
Director, Global HR Technology Leader
Deloitte

Deloitte practitioners witness the convergence of these workflow automation trends through their own lived experience with ServiceNow, including:

- Leveraging the platform's end-to-end capabilities—backed by an engaged executive sponsor and a global Center of Excellence—to support transformation across HR, IT, risk, finance, and more.

- Unifying point solutions and standardizing processes on a platform to de-risk Deloitte's company tech investments and overall brand equity—and securing its cloud-hosted infrastructure.

- Tapping into the infinite amount of inherent flexibility and agility of the Now Platform to enable companies to evolve and innovate at a large scale while keeping costs optimized.

- Outsourcing certain services and functions to accelerate pace of execution while maximizing utilization for both tech and team.

VALUE REALIZED

20-60%
productivity gains in various business units

4-5x
ROI in operational efficiencies

10-20%
increase in customer satisfaction

20+
tools replaced by ServiceNow

NEXT: START UNLOCKING VALUE TODAY

FROM OUR INSIGHTS
TO YOUR IMPACT

Now is the time to drive long-lasting value on your terms. Deloitte and ServiceNow can help you ignite the power of your people and automation to optimize processes and drive business transformation, backed by vastly experienced professionals who know what works and what doesn't.

Spark progress now and keep up with the pace of change through:

1 **Industry-tailored business outcomes.** Industry innovation is at the center of every implementation. Together, Deloitte and ServiceNow build real-world use cases up front, designed around your unique business and sector challenges—executed with a hyperfocus on data-driven, quality outcomes.

2 **Quality you can trust.** Deloitte is a transformation champion you can rely on to deliver results across the ServiceNow platform. Together, teams can build confidence around your big investments in enterprise technology and deliver on KPIs— on time, on budget, and within parameter.

3 **Value that spans the continuum.** No matter where you are on your journey to delivering value, Deloitte and ServiceNow can help. Whether you're just starting out, you've over-customized, or you aren't quite seeing the value you envisioned, there's a roadmap ready to rearchitect your way of work.

Begin your business transformation journey with Deloitte and ServiceNow.

Asish Ramchandran
Global Chief Commercial Officer
ServiceNow Alliance
Deloitte Global
aramchandran@deloitte.com

Jochen Fauser
Partner, Europe, Middle East and Africa
ServiceNow Alliance Co-leader
Deloitte Consulting GmbH
jfauser@deloitte.de

Kevin Corcoran
Partner, North, Central and South America
ServiceNow Alliance Leader
Deloitte Consulting LLP
kcorcoran@deloitte.com

Matt Dalton
Partner, Asia Pacific and Japan
ServiceNow Alliance Leader
Deloitte New Zealand
mdalton@deloitte.co.nz

Sander Treur
Partner, Europe, Middle East and Africa
ServiceNow Alliance Leader
Deloitte Consulting LLP
streur@deloitte.nl
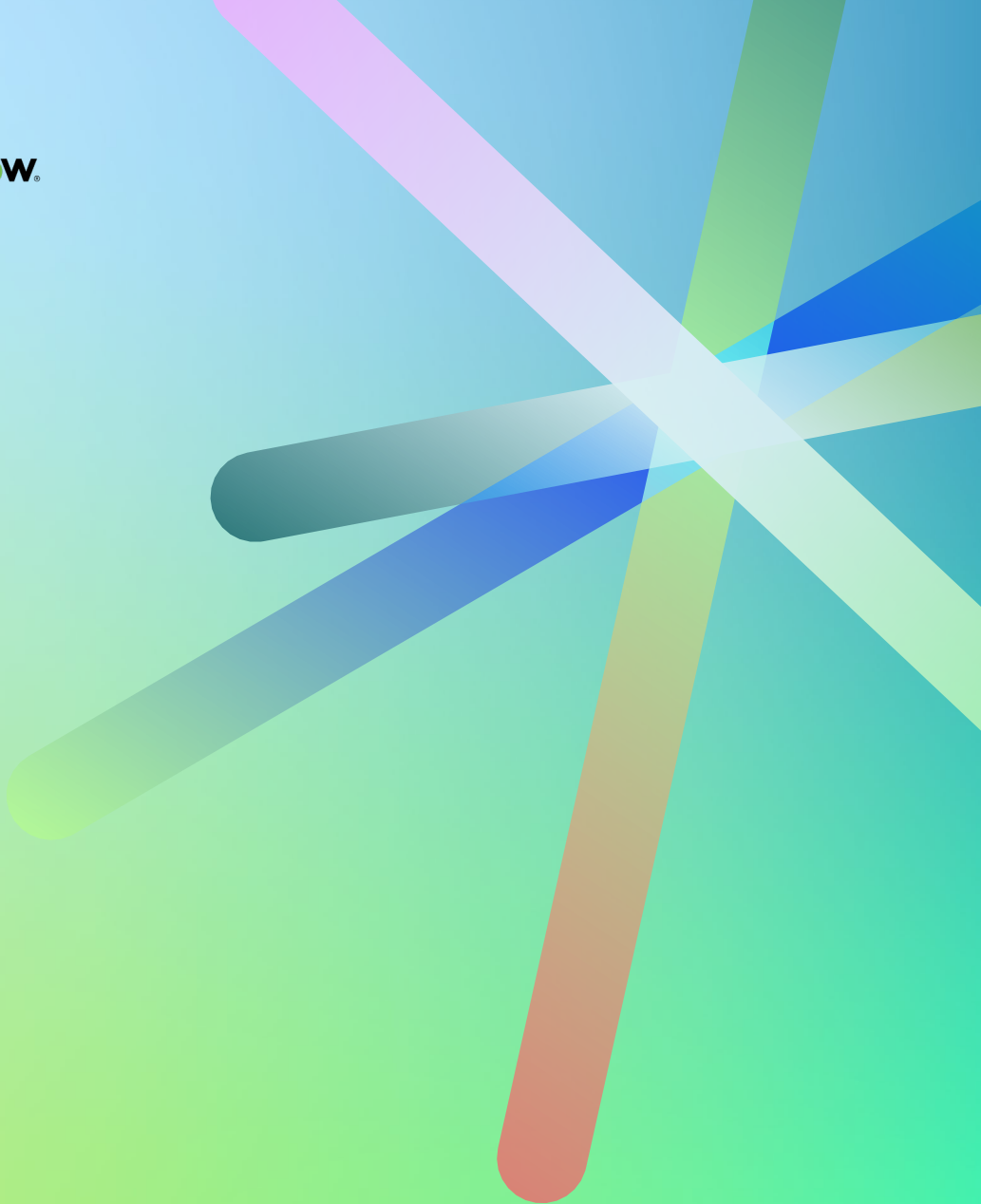
Steve Winsor
Partner, Canada
ServiceNow Alliance Leader
Deloitte Canada
swinsor@deloitte.ca