

ORCHESTRATE ACROSS EACH CORNER OF YOUR ENTERPRISE WITH GBS ON NOW

Your employees should be able to get what they need without having to understand what goes on behind the scenes of the enterprise. Whether the answer resides with HR, IT, finance, procurement or elsewhere, your business depends on how fast your teams can work and deliver results.

But the challenge for GBS goes beyond simplifying the front-end experience. Fragmented applications, employee portals, handoffs, and manual work can slow employees down and limit how quickly GBS can respond, adapt, and create value. For GBS leaders, reducing that complexity creates a better employee experience, leading to greater efficiency, faster outcomes, and more workforce capacity to further business priorities.

We need to stop re-imagining the workflow and start to re-imagine the outcome.”



Saurabh Dubey
Managing Director, GBS Americas Leader
Deloitte Consulting LLP

THE OPPORTUNITY FOR GLOBAL BUSINESS SERVICES (GBS):

*BRING HUMANS + AI AGENTS TOGETHER
TO SEAMLESSLY DELIVER OUTCOMES*

GBS has an opportunity to move beyond functional service delivery to orchestrate end-to-end journeys built around what people are trying to accomplish. And as AI changes the unit of automation from individual tasks to intent and actions, GBS can begin to connect people, agents, workflows, and systems across functions, using AI for repeatable work so people can focus on judgment, innovation, and strategic impact.

The result: Better experiences, more agile GBS operations, and a faster path from insights to impact.

MAKE ENTERPRISE SERVICES EASIER TO NAVIGATE

With GBS orchestration working behind the scenes, employees can simply express what they need while the right services, systems, and workflows connect to move the request forward.

TODAY

Employee makes
a request:

- Search HR articles
- Connect with IT
- Email manager
- Open a request
- Wait for handoff
- Repeat

TOMORROW

- ✓ Employee signals intent
- ✓ GBS connects the right systems and services
- ✓ Request fulfilled end-to-end

TURN INTENT INTO ACTION *ACROSS THE ENTERPRISE*

GBS can become the orchestration layer for how work gets done, connecting people, AI agents, workflows, systems, and functions around the outcome each service journey is designed to achieve.

Deloitte and ServiceNow help move beyond automating tasks to redesigning how work gets done. Deloitte reimagines the operating model with robust transformation experience. And ServiceNow orchestrates and governs AI across the enterprise, automating repeatable work, building on existing technology investments, and giving GBS teams more capacity to drive strategic outcomes at enterprise scale.

01

ENGAGE WITH THE ENTERPRISE

A single digital front door makes it simpler for employees to get work done without needing to understand how the enterprise is organized or switching between systems.

02

LET AI DO THE ACTING

The power of Agentic AI can redesign how work and services are delivered, shifting routine execution to autonomous agents while people focus on higher-value work.

03

PERFORM WITH INSIGHT

GBS can become the engine that helps turn AI-powered insights into impact by leveraging real-time data to drive decisive action and continuous innovation.

UNLOCK THE NEXT REVOLUTION OF GBS

As AI reshapes the GBS operating model, a unified AI front door can simplify how people access services, while back-end orchestration coordinates agents, workflows, systems, and people to deliver work end-to-end. For organizations establishing AI Centers of Excellence to govern these shifts, GBS can play a central role, using ServiceNow capabilities to bring visibility, governance, and value measurement across enterprise AI.

Give employees one unified AI front door that understands their intent...

[ServiceNow EmployeeWorks](#) turns employee intent into outcomes through one AI-powered experience. With ServiceNow Otto, employees connect to answers, services, workflows, and agents, reducing friction and orchestrating requests end-to-end so they can:

- ✓ Find answers and services faster
- ✓ Trigger automation from employee intent
- ✓ Orchestrate requests across systems and functions

...And govern every AI system, agent, and workflow from one location.

The [ServiceNow AI Control Tower](#) gives business leaders one place to see and govern the AI estate, helping them monitor agents and workflows, measure business value, and scale Agentic AI across functions with greater confidence to:

- ✓ Discover AI across the enterprise
- ✓ Govern agents, systems, and workflows
- ✓ Measure performance and business value

GBS IMPACT IN ACTION



2M HOURS

of workforce productivity
freed up by one enterprise

12 → 3 DAYS

reduction in the average
time required to move from
purchase requisition to
purchase order

20 FTEs

equivalent productivity
improvement achieved
by one enterprise

~\$200M-\$300M

margin impact from a
consumer goods company's
GBS solution

450,000+

AI agent workflows across
a GBS system at a large
tech company

66%

reduction in case mean
time to recover with
intelligent case routing

FROM FUNCTIONAL SERVICES TO ORCHESTRATED OUTCOMES

Transformation is already underway. And GBS is positioned to lead it.

Deloitte brings an evolved GBS operating model, AI capabilities built on technical acumen, deep transformation experience, and lessons from running the largest GBS on Now implementation of its kind. ServiceNow provides the AI-powered platform, orchestration, and governance capabilities to connect work across the enterprise.

**Connect work end-to-end. Orchestrate around outcomes.
And make GBS the engine for what comes next.**

**EXPLORE THE NEXT
GENERATION OF GBS**

Deloitte was recently recognized as a leader in the inaugural IDC MarketScape for Worldwide ServiceNow Implementation Services 2026 Vendor Assessment, noting, "Deloitte's portfolio strategy is strong, covering the full implementation life cycle across business consulting, custom application development, change management, data modernization, specialized knowledge transfer, and managed services."

Source: IDC MarketScape: Worldwide ServiceNow Implementation Services 2026 Vendor Assessment, [#US54126726, August 2026](#).

GET IN TOUCH TODAY

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