From vision to value
Docking 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.

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.

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.

1. Engage
   - Put humans at the heart of your design and create a one-stop-shop for GBS services.
   - Develop a clear vision and defined path for progress.
   - Optimize your service catalog, tactically and functionally.

2. Act
   - Go beyond robotic process automation and digitize work across functional silos.
   - Implement knowledge management. Create, curate, and harvest knowledge from across the enterprise.
   - Optimize experience and efficiency with a unified portal that provides self-service access to the catalog and knowledge management.

3. Perform
   - Build a GBS command center to gain robust insights from analytics across the enterprise.
   - Create, curate, and harvest knowledge for continuous improvement—while also enabling self-service.
   - Implement knowledge management.

4. GROW FAST
   - Increase your impact with access to more GBS services across user intent for a few key functions.
   - Scale your engagement layer. Empower GBS desk agents.

5. EVOLVE BEYOND
   - Empower GBS desk agents.
   - Evolve beyond siloed functions to reduce “swivel-chairing” while improving user journeys for edge-to-edge delivery with integrated services across functions.

To learn more, please visit: https://www2.deloitte.com/us/en/pages/services-transformation/accelerate-your-gbs-transformation-with-deloitte-and-service-now.html

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

Act
Go beyond robotic process automation and digitize work across functional silos.

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

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 responsible only for its own activities and is solely liable for its own obligations.

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, by virtue of their separate legal status, legally separate and independent entities. This means that DTTL and each of its member firms and related entities are, and their respective liability is, limited to their own assets and liabilities.

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, by virtue of their separate legal status, legally separate and independent entities. This means that DTTL and each of its member firms and related entities are, and their respective liability is, limited to their own assets and liabilities.

© 2023. For information, contact Deloitte Global.