

# Optimize your manufacturing technology for impact

A path to unlock value, resilience, and growth with Deloitte and ServiceNow



## Despite record-high manufacturing investments and robust technology portfolios,

many manufacturing leaders still face challenges along their transformation journey.

### OPERATIONS



Complexities and unmanaged risk across information technology (IT) and operational technology (OT) compound inefficiencies and vulnerabilities.

**39%**

of manufacturers experienced a security breach in the last 12 months

Source: Deloitte

### SUPPLY CHAIN



Supply chain challenges stunt revenue maximization and operational adaptability.

**77%**

of large global organizations experienced an adverse supply chain event in the last 12 months

Source: Deloitte

### SUSTAINABILITY



Current tools and processes don't adequately support carbon neutrality progress and reporting.

**1,700+**

companies and financial institutions have announced net-zero commitments

Source: Deloitte

## You've made the right investments—now get the value you expect.

Let Deloitte and ServiceNow optimize for impact—extending your manufacturing technology investments to unlock business value, build resilience, and drive sustainable growth.

### Streamline and secure operations

Connect disjointed data sets and integrate siloed tools and processes to build efficiencies, effectiveness, and capacity.

### Build supply chain resilience

Pivot rapidly and mitigate disruption with a single source of truth that delivers full supply chain visibility and generative AI-enabled integrations to accelerate business wins.

### Power ESG progress

Demonstrate progress toward sustainable goals by comprehensively orchestrating and analyzing critical ESG components that drive growth and investor confidence.



### Value at your fingertips

Tap into the manufacturing industry expertise of Deloitte and the low-code platform of action from ServiceNow.

## Our Smart Factory for smarter manufacturing.

Though customized, immersive experiences, Deloitte brings your smart manufacturing use cases to life with simulations, demos, and workshops designed to help you re-imagine what's possible.

### Deloitte-led Smart Factory initiatives unlock client value. Here are results we've seen:

**20%**

improved asset efficiency

**30%**

improved product quality

**30%**

reduced costs

**10%**

improved safety and sustainability

Source: Deloitte

### Visit one of our 5 Smart Factories:



Wichita, U.S.



Kyoto, Japan



Montreal, Canada



Tokyo, Japan



Dusseldorf, Germany

## Let Deloitte and ServiceNow accelerate your manufacturing operations and unlock business value today.

With an approach that amplifies your existing technology investment, Deloitte and ServiceNow help you focus efforts and investments where they matter most, for a higher-value manufacturing journey.

### Get in touch today.



**Ajay Chavali**  
Managing Director  
ServiceNow Manufacturing leader,  
Deloitte Consulting LLP  
ajchavali@deloitte.com



**Stefan Klang**  
Director  
ServiceNow Manufacturing leader,  
Deloitte Germany  
sklang@deloitte.de



**Peter Blome**  
Director  
ServiceNow Manufacturing leader,  
Deloitte Germany  
pblome@deloitte.de



**Sara Cruise**  
Partner  
ServiceNow Manufacturing leader,  
Deloitte Australia  
sruise@deloitte.com.au



**Stephen Resar**  
Partner  
ServiceNow Manufacturing leader,  
Deloitte Canada  
sresar@deloitte.ca

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](http://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.