

REWIRING SERVICES FOR GROWTH

How Deloitte and ServiceNow helped a communications company automate operations, slash costs, and lay the foundation for innovation at scale with Operate to Transform.

THE CHALLENGE

Years of service management development through acquisitions and evolving business needs left a national telecommunications provider with an expansive and fragmented footprint. As a result, the year-over-year costs to support and maintain that footprint continued to increase, while the ability to drive innovation declined.

THE SOLUTION

Deloitte offered more than a fix—it offered a future. Teams untangled a web of complexity to develop a business case and commercial model that would enhance the organization's capabilities. And with the ServiceNow AI Platform underpinning a foundational enterprise service management system, they were able to become less dependent on contractors, rebadge employees, and leverage Deloitte talent to support their new agile systems.

THE IMPACT

Deloitte and the client are working in collaboration that will lead to a future-proof, ServiceNow-powered service model that's built to scale, leading to:

\$90M+

In net benefit after costs over five years

\$14.8M

In hard dollar savings, including platform and labor reductions

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Modern Service Platform that enables innovation at scale