

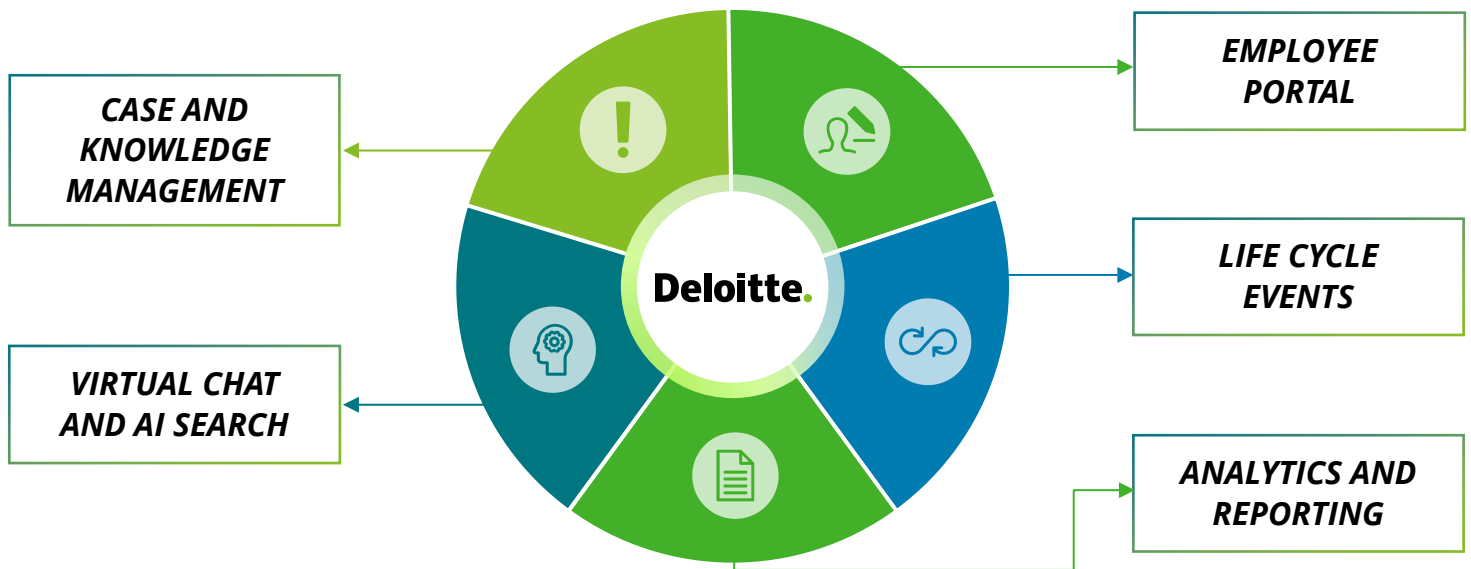
# OPTIMIZE HR SERVICE DELIVERY WITH MANAGED SERVICES

*With a managed services provider (MSP), enterprises experience streamlined implementation for faster time to value and dedicated operational support for continuous improvement.*



Implementing HR Service Delivery (HRSD) technology is a journey, and you have options. Let Deloitte and ServiceNow meet you where you are—and *be* the team and talent you need for ongoing HRSD management through our flexible MSP models.

## WHAT HRSD ELEMENTS CAN DELOITTE MANAGE FOR YOU?



## OPERATE WITH DELOITTE MANAGED SERVICES

With Deloitte managed services, both new and existing ServiceNow customers gain configuration, persona-based training, and integrations to technology ecosystems in just four to eight weeks.

Deloitte's team of experienced ServiceNow professionals is ready to guide you through the MSP transition and put you on a path to better, faster value realization at lower costs through a four-step transition framework:



TOP CONSIDERATIONS FOR MANAGED SERVICES SUITABILITY



**Customization level**  
Determine the complexity of integrations, customizations, and solutions necessary to achieve your HR goals.



**ServiceNow licenses**  
Optimize your ServiceNow licenses to maximize your resources and budget availability for HR services.



**Deployment**  
Leverage powerful accelerators in your deployment journey to avoid starting from scratch.



**In-house capabilities**  
Evaluate the right mix of skills, capacities, and tech to support your HR management needs.

IDENTIFY WHAT PRIORITIES MATTER MOST

	MSP MULTI-TENANT A domain-separated, Deloitte-owned pre-configured ServiceNow instance	MSP DEDICATED A client-dedicated, Deloitte-owned pre-configured ServiceNow instance
Customization	Low	Medium
License	Deloitte	Deloitte
Implementation	Deloitte	Deloitte
Operate	Deloitte	Deloitte or Deloitte and client
Now Assist	Not included	Optional
Average timeline	8 weeks	13 weeks
Payment terms	Flexible payment terms	Flexible payment terms
Average number of services	25	30

LET'S DISCUSS YOUR NEXT STEP



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