



# ERP Core Modernization

Experience the next level of ERP without interrupting core operations. Deloitte specializes in helping our clients use the ServiceNow platform and Celonis process mining across the enterprise to become shockproof, embrace change and re-architect the world of work.

**As organizations modernize, significant ERP customizations can make upgrades daunting...**

**A significant backlog of existing manual processes:**

Whether they're newly requested ERP interactions or current inefficient manual spreadsheet and email-led processes, many organizations lack the resources and technology to address the growing backlog of automation requests.

**Complicated internal customizations:**

Core customizations can be difficult to identify and evaluate for migration which impedes the ERP upgrade process.

**Inconsistent levels of digitalization:**

Complex operational landscapes with fragmented IT applications in various stages of digitization can hold you back from getting the most out of your ERP.

**... an impactful approach built and prioritized from a foundation of actionable insights can:**

**Boost Efficiency:** Understand where and how to inject speed and efficiency into your ERP with process mining insights from Celonis and the value management expertise of Deloitte.

**Elevate Experiences:** Quantify the real impact of your ERP insights with expertise from Deloitte so you can add the most organizational value.

**Execute Automation:** Drive strategic action at-scale with a game plan for continuous improvement from Deloitte and best-in-class workflow execution from ServiceNow.

**Keep your core ERP running while identifying and executing improvement initiatives that transform experience.**



**Process Mining**

Proactively understand how your current state ERP functions by finding inefficiencies in your business processes, then framing the impact and value of change with the **Celonis Execution Management System**.



**Value Management Expertise**

Partner with **Deloitte** to identify opportunities for sustainable improvements to high-impact processes and develop a plan to connect ERP resources across your enterprise.



**Human-centric Design**

Bring modern UX and the customer journey together through engaging customer-grade digital experiences—such as self-service capabilities in **ServiceNow** workflows—that make employee's lives easier.



**Low-code Digital Workflows**

Execute on the highest value customization opportunities by building fully automated digital processes directly in **ServiceNow** instead of your ERP core.



**Value Realization**

Gain full control of value realization, time to value, and complexity of improvement investments through a tailor-made transformation plan built with **Deloitte**.



**Operate to Innovate**

Regularly improve, reuse, and realign investments to continuously search for new automation opportunities with **Deloitte's Operate to Innovate** program that leverages Deloitte's Digital Factory capability.

## To experience the next level of ERP, organizations need:



### SPEED

Build a connected and future-proofed business by ensuring your people and processes are armed with speed and efficiency



### SCALE

Remain agile and continuously elevate your ERP operations by addressing change at the enterprise level and working across organizational lines



### INSIGHT

Drive decision making based on KPIs so you can take the right actions on the right signals at the right time

## Get the most out of your ERP

A strong ERP core opens the door for innovation. To optimize efficiency, organizations can take their ERP to the next level without interrupting core operations. Deloitte provides deep industry expertise to improve ERP efficiency enabled by the ServiceNow platform and Celonis process mining. Together, we deliver incremental capabilities built and prioritized from a solid foundation of actionable insights. With the speed, scale, and insight of Deloitte, ServiceNow, and Celonis you can get the most out of your ERP and drive sustainable business growth.

## Where are you in your ERP modernization journey?

### Improvement identification

Evaluate the path of your digital transformation journey whether undergoing M&A activities, consolidating technologies, or undergoing upgrades.

### Process visualization

Gain a complete view into how your current state ERP functions and the processes that are holding the organization back with process mining from Celonis.

### Building a strategy for innovation

Partner with Deloitte to develop a strategic plan that uncovers hidden value and enables selective transformation rather than one-off ERP improvement initiatives.

### Executing best-in-class digital workflows

Act on the highest value opportunities fast by building fully automated digital processes in ServiceNow.

### Continuous optimization and improvement

Future-proof your ERP by driving continuous improvement through ongoing evaluation, prioritization and execution across the organization.

## Get in touch today



**AP Lead**  
Matt Dalton,  
Partner APJ



**CA Lead**  
Sophie St-Pierre,  
Sr. Manager Canada



**DCE Lead**  
Peter Blome,  
Director, DCE



**NSE Lead**  
Sean Pepper,  
Partner NSE



**US Lead**  
Courtney Thayer,  
Partner US

This publication contains general information only and Deloitte is not, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional adviser. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication.

As used in this document, "Deloitte" means Deloitte Consulting LLP, which provide a wide range of consulting services. Please see [www.deloitte.com/us/about](http://www.deloitte.com/us/about) for a detailed description of our legal structure. Certain services may not be available to attest clients under the rules and regulations of public accounting.

Copyright © 2022 Deloitte Development LLC. All rights reserved.