



PUBLIC SECTOR ASSET DELIVERY SOLUTION

Powered by ServiceNow Enterprise Asset Management

Deloitte's enterprise asset delivery solutions for the public sector are designed to enhance operational efficiency, improve asset visibility, and ensure regulatory compliance. By leveraging advanced technologies such as ServiceNow and integrating with legacy systems, Deloitte provides an effective, user-friendly interface that supports end-to-end asset lifecycle management. Our approach focuses on data quality, process enhancement, and customer-centric design to deliver a holistic, globally integrated supply chain management system. This enables public sector clients to make informed, data-driven decisions, reduce inefficiencies, and achieve strategic objectives.

Solution Features

Integrated User Interface

A user-friendly, intuitive portal that consolidates various functions and systems into a user experience. The design focus on UX and UI helps ensure that users can navigate the system effortlessly, much like the integrated logistics management system front end. This approach can help ensure that the focus is on the design and what the user is trying to accomplish, leading to a more user-friendly and efficient interface.

Workflow Automation

Deloitte leverages ServiceNow to automate complex workflows, such as the AV requests process, which traditionally involved numerous manual steps and constant human intervention. This automation can not only minimize errors but can also significantly reduce the time required to complete tasks. By automating workflows, Deloitte enhances operational efficiency and helps ensure consistent, reliable outcomes.

Data Quality and Visibility

Deloitte's delivery of EAM emphasizes the importance of capturing accurate data and providing real-time tracking and reporting capabilities. By customizing client dashboards to offer real-time insights into asset status and availability, we enable better decision-making and resource management. By helping to ensure high data quality and visibility, Deloitte empowers clients to make informed, data-driven decisions.

Regulatory Compliance

ServiceNow EAM solution includes built-in compliance features to meet regulatory requirements, supported by a comprehensive knowledge management system. This system provides intuitive user references and help guides, ensuring that business rules are enforced to capture complete requirements upfront. Such measures help reduce the risk of non-compliance and associated penalties, supporting auditability and regulatory adherence. By embedding compliance into the solution, Deloitte helps clients navigate complex regulatory landscapes with confidence.

CONTACTS

Edward Rollins
Managing Director
Deloitte Consulting LLP
erollins@deloitte.com

Matt Jennings
Specialist Leader
Deloitte Consulting LLP
mjennings@deloitte.com

William Bedford III
Specialist Leader
Deloitte Consulting LLP
wbedfordiii@deloitte.com

LEARN HOW WE CAN HELP:
[Global ServiceNow alliance website](#)

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 advisor. 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, a subsidiary of Deloitte LLP. Please see 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 © 2024 Deloitte Development LLC. All rights reserved.

Benefits



Enhanced Operational Efficiency:

Automation of complex workflows, such as the AV requests process, reduces manual intervention and accelerates operations, leading to significant time savings and increased productivity.



Improved Asset Visibility:

Real-time data tracking and reporting capabilities provide comprehensive insights into asset status and availability, facilitating better resource management and informed decision-making.



Seamless Integration:

ServiceNow's API capabilities allow for seamless communication with legacy systems, ensuring continuity and leveraging existing investments while enhancing overall system functionality.



Regulatory Compliance:

Built-in compliance features and a comprehensive knowledge management system ensure adherence to regulatory requirements, reducing the risk of non-compliance and associated penalties.



User-Friendly Interface:

A user-friendly, intuitive portal consolidates various functions and systems, enhancing user satisfaction and making it easier for users to navigate and perform tasks efficiently.



Data Quality and Accuracy:

Emphasis on capturing accurate data and providing real-time tracking and reporting ensures high data quality, empowering clients to make data-driven decisions with confidence.



Scalability and Flexibility:

Deloitte's solution is designed to be scalable and flexible, allowing organizations to adapt to changing needs and requirements without significant disruption to existing processes.

Deloitte Partner of the Year awards

2024:



Worldwide
*Built with ServiceNow
Offering Partner of the Year*



APAC
*Global Elite Partner
of the Year*



Worldwide
*Creator Workflow Partner
of the Year*



APAC
*Employee Workflow
Partner of the Year*



Worldwide
*Employee Workflow
Partner of the Year*



EMEA
*Global Elite Partner
of the Year*



Worldwide
*Public Sector Industry
Partner of the Year*



EMEA
*Transformation
Partner of the Year*



Worldwide
*Healthcare Industry
Partner of the Year*

2023:



Worldwide
*Built with ServiceNow
Offering Partner of the Year*



EMEA
*Transformation
Partner of the Year*



Worldwide
*Manufacturing Industry
Partner of the Year*



Worldwide
*Employee Workflow
Partner of the Year*



Americas
*Service Provider Partner
of the Year*



APAC
*Customer Workflow
Partner of the Year*

Why Deloitte and ServiceNow?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to help you automate your current processes; we can help you reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction.

As a ServiceNow Global Elite Partner with 11+ years of experience delivering ServiceNow transformation programs, 10,500+ practitioners, 11,000+ certifications, 16 ServiceNow Certified Technical Architects (CTAs) and 13 ServiceNow Certified Master Architects (CMAs), Deloitte is recognized for collaborating with 5,500+ clients to re-architect work and unlock business value. With deep industry experience, Generative AI services, and distinctive capabilities spanning Deloitte's Advise, Implement, and Operate (AIO) offerings, we integrate advisory services into our 6,000+ ServiceNow-led project implementations and innovation-led operations.