



ERP Modernization

Powered by ServiceNow and Deloitte's ERP Modernization Market Offering

Organizations today are often faced with the challenge of either maximizing their investments in their current ERP systems or de-risking their ERP modernization efforts. This is where the synergy of ServiceNow and ERP systems can truly shine, leveraging the capabilities of both technologies to deliver an optimal workforce experience. Our strategy is tailored to meet clients exactly where they are in their ServiceNow journey, as well as their ERP modernization maturity. Whether in HR, Finance, Supply Chain, or Student Experience, ServiceNow unifies ERP with other

business needs, creating a single system of engagement, intelligence, and action. This approach does not detract from core ERP transactions but instead enhances the overall experience for employees. By integrating ServiceNow with ERP systems, we make ERP accessible to non-ERP users and enable processes outside of the ERP to operate seamlessly and in a customized manner. This not only improves efficiency but also ensures that every aspect of the business is aligned and working towards common goals.

Solution Features

Better Capability

ERP Modernization provides Employees a one-stop shop /digital front door for Enterprise Services such as HR, Supply Chain, Finance, and Student Experiences that is both dynamic and tailored to them as an individual through ServiceNow's user-friendly interface, while data remains secure and centralized in your ERP.

Decreased Risk

ERP Modernization allows for timelines to be drastically reduced and significant cost avoidance but operating as the 'de-risker' and can produce outcomes quicker. Instead of customizing your ERP solution when a business process does not fit nicely, utilize ServiceNow to fill those gaps while still maintaining a seamless Employee experience.

Quick Time to Value

ERP Modernization provides a quick time to value for "quick wins" during a long ERP modernization effort while also maintaining a seamless user experience during the transition.

ERP Modernization as the Employee Experience level allows organizations to deliver solutions in a phased approach but also maintain the experience that employees see day to today.

Human Centered Design

At the heart of ERP Modernization is the employee and by using Human Centered Design (HCD), you ensure that you meet your employees where they are. Using Deloitte's extensive HCD practice, ERP Modernization provides a cohesive experience between ServiceNow and your ERP system that allows for employees to navigate to and operate when they need information and where they need information and actions.

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Benefits



Organizations who mostly do email and excel workflow and need to start Case Management can quickly gain digital value



ERP Modernization consolidates multiple systems into a unified platform, improving enterprise-wide efficiency.



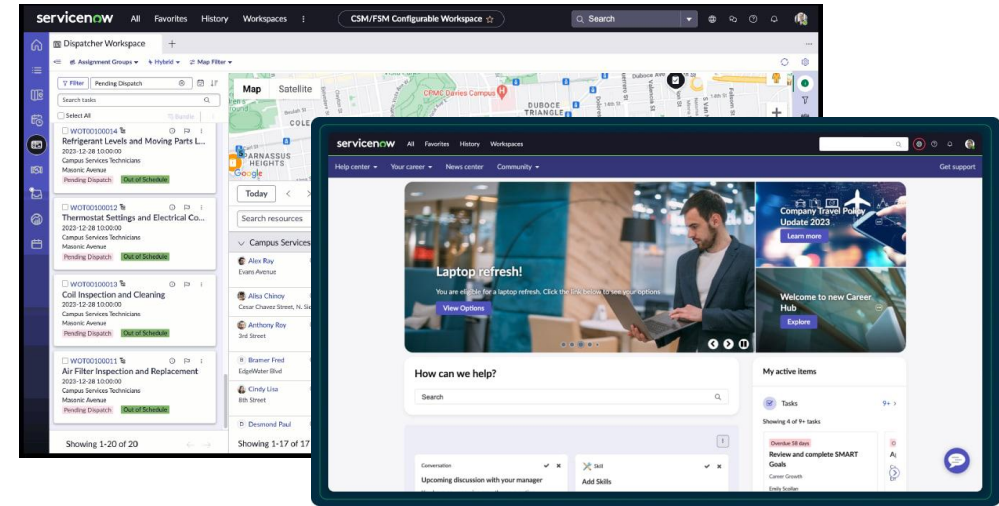
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During ERP transformation, create better "Time to Value" on identified Gap Analysis Requirements



Lead with Lean Core ERP with ServiceNow as the planned Gap Analysis and Employee Engagement Layer



Connect different ERP systems for HR, Finance, Supply Chain, and Accounts Payable into one consolidated Employee Experience



Our Strategy is to meet organizations where you are in your ServiceNow Journey as well as their ERP Modernization Maturity

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Worldwide <i>Built with ServiceNow Offering Partner of the Year</i>	APAC <i>Global Elite Partner of the Year</i>
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ERP Modernization: HCM EMPLOYEE EXPERIENCE

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Organizations tend to either be looking to maximize investments in their current ERP or looking to de-risk ERP modernization efforts, and this is especially true within their Human Capital Management ERP systems. Platforms like Workday, SAP, and Oracle serve as essential systems of record and transactional systems for the HR office. These platforms are most effective when they are tailored to meet the needs of their primary users. However, for employees who do not engage with the ERP regularly in their day-to-day work,

it's crucial to have a single system of engagement that enhances their experience when interacting with HR systems and processes, beyond the standard workflows found within the HCM. This is where the concept of an ERP for HCM comes into play. By implementing this approach, organizations can achieve the best return on investment from their HCM systems. It provides a complementary solution that not only preserves core ERP transactions but also significantly enhances the employee experience.

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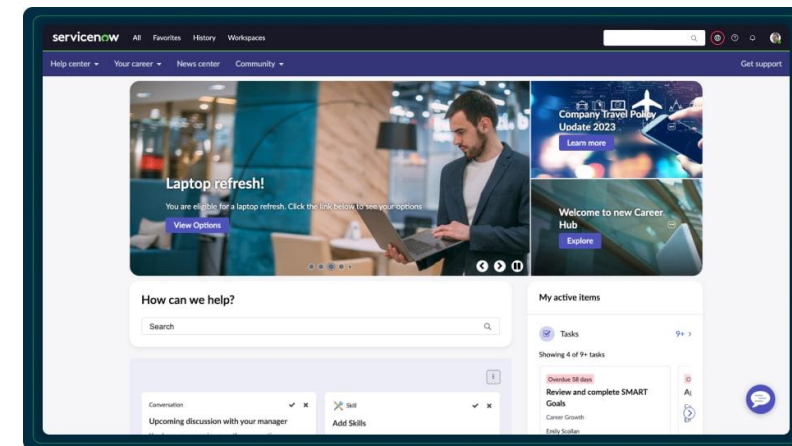
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ERP Modernization: SUPPLY CHAIN EMPLOYEE EXPERIENCE

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Organizations today are often faced with the dual challenge of maximizing investments in their current ERP systems while also de-risking ERP modernization efforts. An essential component of this equation is the procurement process and tracking of the supply chain. Whether your organization is utilizing SAP, Oracle, Coupa, or any other system of record for supply chain management, these systems are designed with supply chain officers in mind. However, it is crucial to remember that the typical employee must also engage with procurements and suppliers.

As non-ERP users, these employees need a connected and tailored experience that delivers the necessary information precisely when they need it. This is where ERP Modernization for the Supply Chain comes into play. By leveraging ServiceNow's Supply Chain experiences, we can bridge the gap between these systems of record and the employee experience. This approach allows organizations to achieve the best return on investment from their Supply Chain and Financial systems, while also ensuring that your employees have the seamless and efficient experience they need while maintaining the integrity and functionality of your existing ERP systems.

Solution Features

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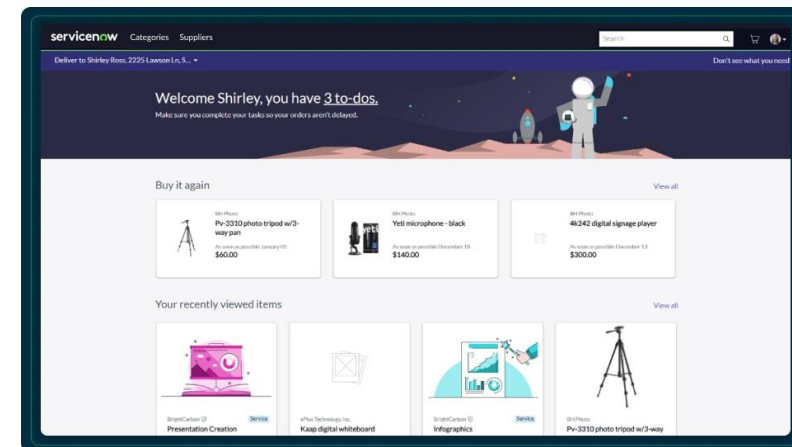
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ERP Modernization: FINANCE EMPLOYEE EXPERIENCE

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Organizations tend to either be looking to maximize investments in their current ERP or looking to de-risk ERP modernization efforts, and the Financial ERP system is a critical component, as it must ensure accurate record-keeping and meticulous tracking of budgets and finances. Given this, it is crucial that platforms like SAP or Workday, when used as the ERP system for an organization, remain lean and minimally customized from their intended use to maintain viability. This is where the concept of "ERP Modernization" for the Financial ERP system comes into play. It can help organizations expand their capabilities beyond the typical functions of a financial officer or major user of the platform.

For employees who do not engage with the ERP regularly in their day-to-day work, it's essential to have a single system of engagement that enhances their experience when interacting with financial systems and processes. This approach goes beyond the standard workflows found within the ERP, providing a complementary solution that preserves core ERP transactions while significantly enhancing the employee experience. It not only preserves the integrity of core transactions but also makes the system more user-friendly for employees who interact with it less frequently, thereby improving overall productivity and satisfaction.

Solution Features

Better Capability

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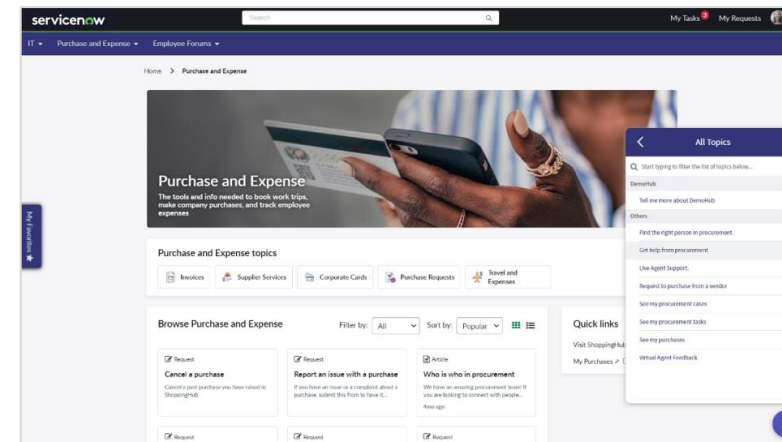
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Benefits










-  Organizations who mostly do email and excel workflow and need to start Case Management can quickly gain digital value
-  ERP Modernization consolidates multiple systems into a unified platform, improving enterprise-wide efficiency.
-  Instead of customizing ERP, create workflows in ServiceNow. Replace legacy excel, Ruby on Rails, Cold Fusion, etc. applications not going into ERP
-  During ERP transformation, create better "Time to Value" on identified Gap Analysis Requirements
-  Lead with Lean Core ERP with ServiceNow as the planned Gap Analysis and Employee Engagement Layer









-  Connect different ERP systems for HR, Finance, Supply Chain, and Accounts Payable into one consolidated Employee Experience
-  Our Strategy is to meet organizations where you are in your ServiceNow Journey as well as their ERP Modernization Maturity

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ERP Modernization: HIGHER EDUCATION STUDENT EXPERIENCE

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Organizations are often faced with the dual goals of maximizing their current ERP investments while also mitigating risks associated with ERP modernization efforts. When we consider the Student Experience in higher education, this balance becomes particularly delicate. Unlike typical organizational structures, we must address a diverse population that extends beyond the staff to include students, each with unique needs and expectations. Students, as you know, are bombarded with a plethora of sites and portals to address their various needs, from registration and IT support to career services and dining. This fragmented experience can be overwhelming and detract from their academic journey.

Therefore, it is paramount that campuses prioritize the student experience, ensuring ease of navigation and engagement. While every campus has its own system of records to keep track of student information, ERP Modernization for the Student Experience offers a transformative solution. It serves as a single, unified system of engagement, intelligence, and action. This platform seamlessly integrates all aspects of the student journey into a cohesive, digitalized, and connected view, personalized to meet each student's needs. Let's put the student experience at the forefront, making it streamlined and intuitive. With ERP Modernization, we can achieve a holistic view that enhances student engagement and satisfaction.

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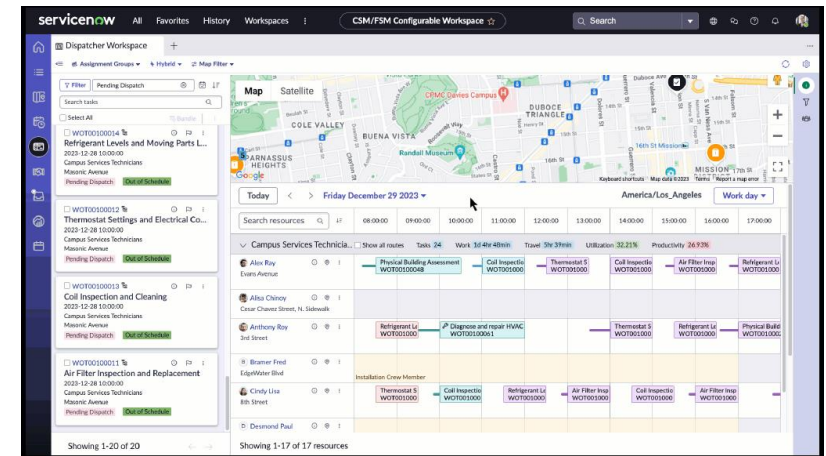
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