

# ***JUMPSTART ENTERPRISE SERVICE MANAGEMENT***

Enterprise Service Management (ESM) is a newly emerging industry concept that enables organizations to implement digital tools to ease service management for both requesters and processors across the entire organization. ESM provides a strategic approach to improve performance, service, and outcomes for the entire organization by applying the leading practices of Service Management.

## **At Deloitte, our mission is to help accelerate our client's ESM maturity by...**

### ***Setting The Foundation***

Our Jumpstart ESM Labs help leaders commence the ESM transformation journey. From establishing or enhancing ITSM foundations to defining a target operating model and roadmap.

### ***Establishing Minimal Viable Product***

Our implementation services and ServiceNow-powered solution accelerator help our clients address immediate pain points and develop strategy to iterate rollout of ESM functionality across business areas.

### ***Achieving the Target-State Vision***

Our Operate to Innovate Services can help you achieve the target-state vision through continued expansion of services and maximizing NOW Platform capabilities.

## **Shifting towards an ESM solution can address these common complexities...**

### ***Improving Customer and Employee Experience***

Simplified processes with a single point of entry enhances overall employee and customer experience.

### ***Creating a Common Service Based Architecture***

Reimagined service delivery by leveraging one service data model and integrated architecture across all business functions, leading to simplified operations and maintenance, standardized business processes, and increased security controls.

### ***Optimizing Operations***

Consolidate and eliminate duplicative and/or conflicting technologies to enable enterprise-wide solutions, allowing for innovation through automation and integration of business workflows, across the various business units.

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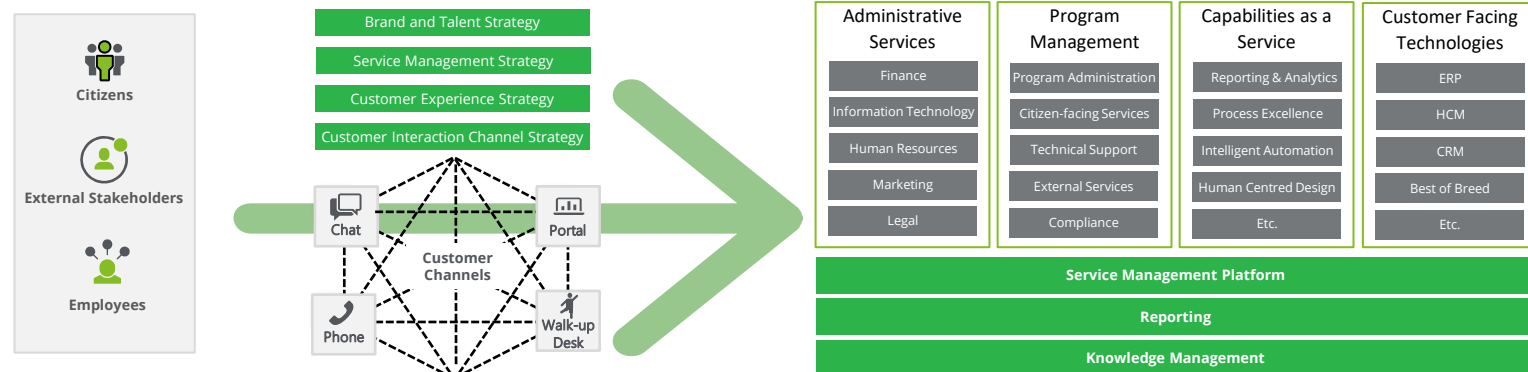
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## LEARN HOW WE CAN HELP:

[Global ServiceNow alliance website](#)

## ESM Operating Model



## Past Success

Deloitte has recently begun working with a U.S. governmental agency, comprised of approximately 50,000 employees, and supporting over 20,000 customers, all spread throughout the United States and around 100 countries. The agency sought to implement an ESM operating model and technical solution, allowing all their employees and customers to access the full suite of enterprise services offered within an omni-channel employee and customer portal.

With Deloitte's support, the agency has developed a new, customer-focused shared service organization to provide a subset of functional services to its internal customers across the departments through a detailed, data-driven current-state assessment, future-state vision, business case, and implementation roadmap.

## 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 leading Global Systems Integrator, Deloitte applies its breadth of industry and technology experience to help clients extract value from this powerful technology to create a united workflow with one platform.

## Deloitte Partner Awards

2023:		2023:	
<b>Worldwide</b> Built with ServiceNow Offering Partner of the Year	<b>APJ</b> Customer Workflow Partner of the Year	<b>Global</b> Partner of the Year	<b>APJ</b> Creator Workflow Partner of the Year
<b>Worldwide</b> Manufacturing Industry Partner of the Year	<b>EMEA</b> Transformation Partner of the Year	<b>Global</b> Employee Workflow Partner of the Year	<b>EMEA</b> Customer Workflow Partner of the Year
<b>Worldwide</b> Employee Workflow Partner of the Year	<b>Americas</b> Service Provider Partner of the Year	<b>Americas</b> Partner of the Year	<b>EMEA</b> Transformation Partner of the Year
		<b>APJ</b> Partner of the Year 2022	

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