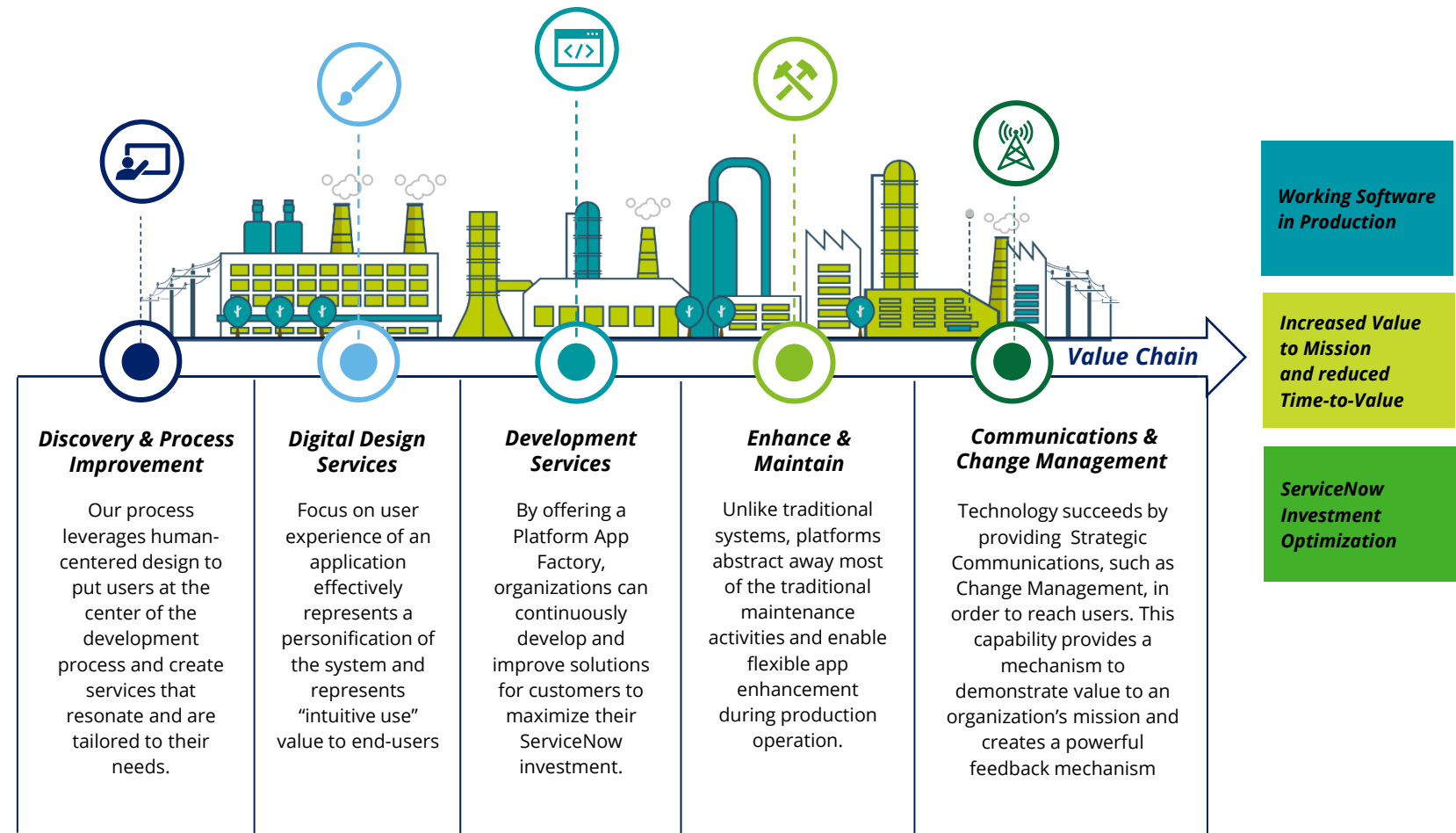


PLATFORM APPLICATION FACTORY

The value proposition for low-code application platforms is simple: speed. Time to deliver, iterate, enhance, and transform. As organizations mature its use of these platforms bring innovative tools, practices, and ideas to optimize your investments at speed. To support this, the Deloitte team has developed an approach — the Platform Application Factory – to maximize the value of ServiceNow platform investments. This approach delivers ServiceNow applications via multi-disciplinary teams that can accelerate quality digital transformation at scale.



“Federal Travel” Use Cases

Wrapping it all together

A federal client needed a complete digital transformation of how they conduct travel. To accomplish this, they engaged with Deloitte to provide the full suite of Platform Application Factory Services



Discovery + Design – Deloitte interwove the discovery process of human-centered design with design thinking principles to put users at the center of the design process. The result provided Deloitte developers with not only effective user stories for development, but also a mechanism to engage with end-users and receive rapid feedback. Additionally, designers provided developers with high-fidelity mockups to drive accurate system functionality



Develop + Maintain – The Deloitte “Federal Travel” team leveraged a continuous development cycle to product development. Leveraging ServiceNow, agile methodologies, a combined off-premises/on-premises team, and a series on Minimum Viable Increments (MVIs), our team delivered multiple travel modules in a fraction of the time it takes to create a custom-code application.



Communication + Change Management – Throughout the entire process, Deloitte quickly prototyped MVIs; met with end-users; observed users interact with the system and received feedback; and made improvements. The team created marketing materials such as posters and newsletter announcements. The team’s communications and interactions drove enthusiasm for new system and increased user adoption.

CONTACTS

Jeff Derose

Managing Director
Deloitte Consulting LLP
jederose@deloitte.com

Anh-Thu Nguyen

Specialist Leader
Deloitte Consulting LLP
anhthunguyen@deloitte.com

Jordan King

Senior Consultant
Deloitte Consulting LLP
jordking@deloitte.com

LEARN HOW WE CAN HELP:

[Global ServiceNow alliance website](#)

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:



Worldwide

Built with ServiceNow
Offering Partner of the Year



Worldwide

Manufacturing Industry
Partner of the Year



Worldwide

Employee Workflow
Partner of the Year



APJ

Customer Workflow
Partner of the Year



EMEA

Transformation Partner
of the Year



Americas

Service Provider
Partner of the Year

2023:



Global

Partner of the Year



Global

Employee Workflow
Partner of the Year



Americas

Partner of the Year



APJ

Partner of the Year 2022



APJ

Creator Workflow
Partner of the Year



EMEA

Customer Workflow
Partner of the Year



EMEA

Transformation
Partner of the Year

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.

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.

Copyright © 2024 Deloitte Development LLC. All rights reserved.