

ENTERPRISE SERVICE MANAGEMENT:

Reimagining the role of service delivery within the enterprise



How can organizations build a better place to work, even as they face unprecedented and disruptive market forces? To enhance employee outcomes, they need a new approach to enterprise service delivery—a holistic, data-informed system with a hyper-focus on user experience.

ENTERPRISE SERVICE MANAGEMENT (ESM) OFFERS A STRATEGIC APPROACH TO LEVERAGING EXISTING CAPABILITIES—SCALING THEM ACROSS THE ENTERPRISE TO DELIVER COST AND TALENT BENEFITS.



Transform employee experiences



Leverage data and insights



ACCESSIBLE
Ensure employees receive the right information at the right time with easy-to-use services and tools.



INFORMED
Bridge information gaps and easily gather knowledge across business segments.



PERSONALISED
Provide predictive insights and offerings based on individual history and preferences.



ACCURATE
Aggregate and analyse real-time data to inform decision-making and solve problems.



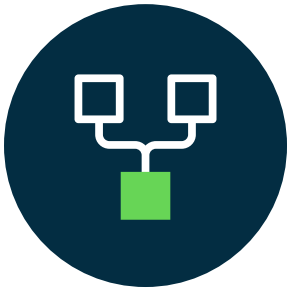
COLLABORATIVE
Create forums to encourage active employee engagement.



QUANTIFIED
Use visual analytics to evaluate performance and identify opportunities for improvement.



Support productivity



EMPOWERED
Employ automated triage and prioritization to lift the burden of team management.



EFFECTIVE
Automate workflows to streamline activity and reduce the need for human intervention.



EFFICIENT
Reduce demand for support from service teams and allow employees to work with less disruption.

ServiceNow and Deloitte are working together to help organizations deliver better outcomes and user experiences—even in unpredictable and changing circumstances. **Find out more about how Deloitte and ServiceNow can help your organization adapt at speed with Enterprise Service Management.**

SEE HOW