

Deloitte.

| servicenow®



BREAKTHROUGH.ESM

A turnkey managed service solution designed by
Deloitte and powered by ServiceNow

Breakthrough.ESM is Deloitte's pre-configured ServiceNow solution designed to help transform, enhance, and accelerate your IT service delivery with leading capabilities to engage business users and operations management to ensure high quality customer employee experiences. Through a turnkey managed service provider (MSP) model, Deloitte's industry-leading design, capabilities, leading

practices, and features empower enterprise service management (ESM) improvements starting on Day 1. Organizations can implement Breakthrough.ESM to align operations with the business, better serve customers, continually improve performance, and operate with peak agility. From there, the possibilities for ongoing improvements are virtually endless.

MANAGED SERVICE CAPABILITIES INCLUDE:



AI-powered Service Desk Chat



Request Management



Incident Management



Problem Management



Automated SMS notifications to Business and IT stakeholders



Change Management



Agile Development



Vendor/MSP SLA Management



Configuration Management (CMDB)



Knowledge Management



Service Portal (Employee service center portal)



Event & Alert Management



Automated CMDB Discovery

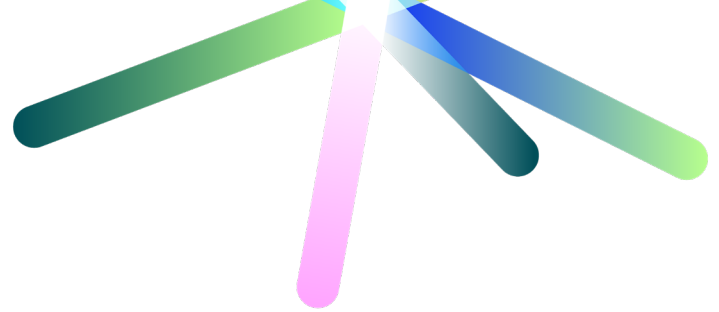


Advanced analytics & reporting



Timecard Management





Short- and long-term ESM improvement

Breakthrough.ESM pairs best-in-class ServiceNow solutions with Deloitte's industry-leading design, capabilities, and features to empower rapid operational improvements. Organizations can also increase and sustain value over time with minimal IT involvement and process design that aligns each organization's unique needs to the right capabilities and capacity.

Consolidate tools to improve transparency and time to value

Breakthrough.ESM is more than a ticketing capability, it's a comprehensive service management system that can replace or fill gaps in a complex technology architecture. With Breakthrough.ESM, organizations can consolidate tools, improve transparency, and save time and money. Compared to organizations that use home-grown solutions, Breakthrough.ESM customers realize higher ESM & ITSM maturity at least 40% faster.

Fast, easy implementation

Breakthrough.ESM offerings are overseen by Deloitte specialists and configured with Deloitte's proprietary leading practices to help ensure a rapid go-live experience. It is a solution designed for organizations that want to implement ServiceNow quickly, leverage time tested configurations, minimize maintenance hassle, and maximize return on investment—all while helping to lowering your total cost of ownership.

Which option is right for your business?

Your needs and current service management capabilities will determine whether your ServiceNow solutions are Self-Managed or Deloitte-Managed.

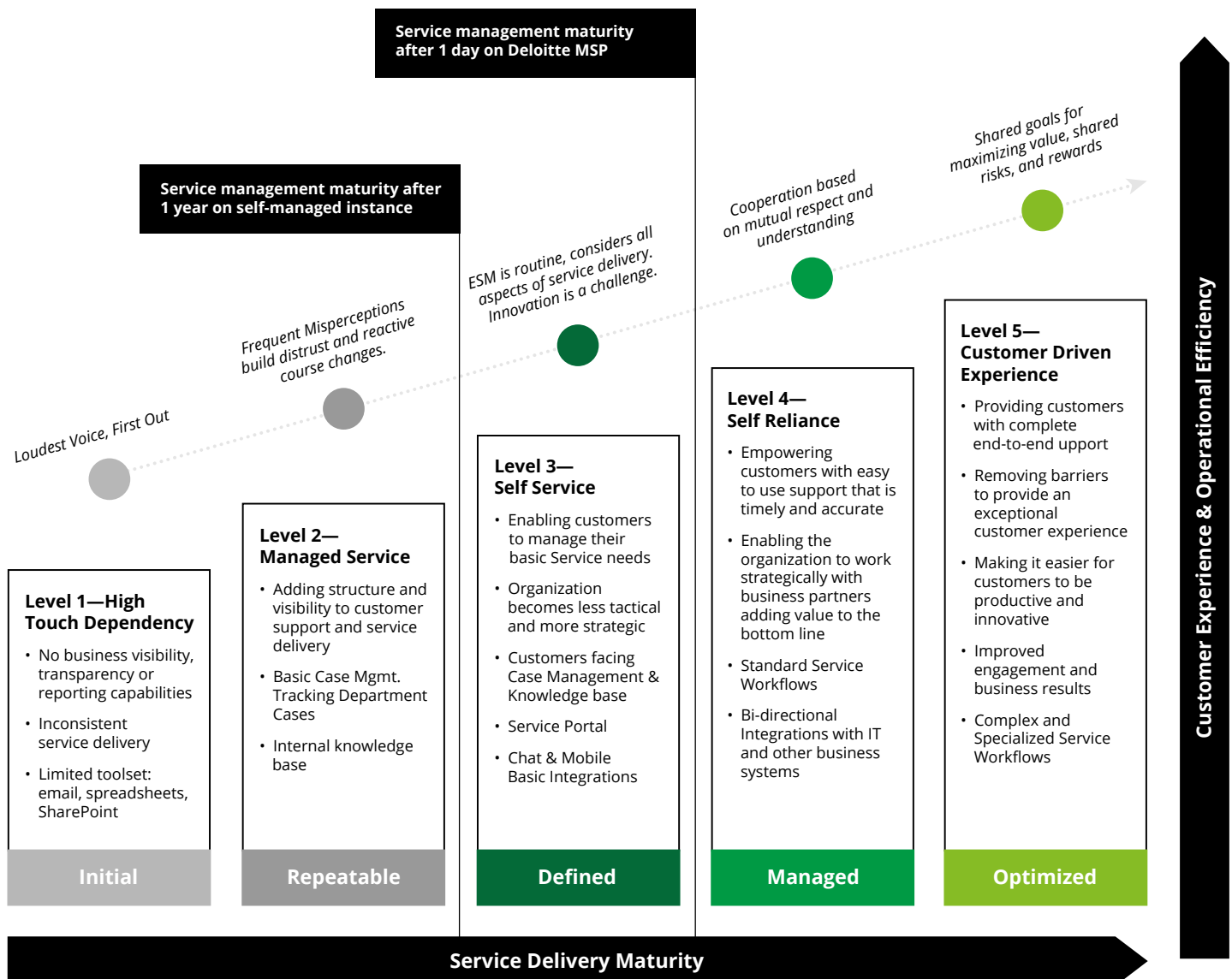
Self-managed	Breakthrough.ESM
Implementation time: 20 weeks	Implementation time: 4 weeks
Design, build, and maintain your ServiceNow solutions	Lease predesigned ServiceNow solutions at lower total cost of ownership
Client-owned and operated	Deloitte-owned, Deloitte-operated
Requires client-led roles to support	24/7/365 MSP support and monitoring
3 environments (Develop, Test, Production)	4 environments (Develop, Proof of Concept, Test, Production) with data encryption
Configurable implementation options (at additional cost)	50 hours of enhancements each month
Configurable support options (at additional cost)	Platform upgrades
Address technical debt features and functionality (at additional cost)	Platform improvement features and functionality

4-6 times faster service management maturity

Using Breakthrough.ESM, many organizations can be onboarded in 4 weeks and report substantial process maturity and IT transformation within the first year, compared to organizations that opt for a self-managed instance.



MEASURABLE, SUSTAINABLE ESM PROGRESS



READY TO MODERNIZE YOUR ESM CAPABILITIES AND ADVANCE YOUR MISSION?

Connect with a Deloitte ESM specialist to discuss your unique needs and determine which delivery option is right for you.

Chris Garibaldi

*Principal, ServiceNow Practice Leader
Breakthrough.ESM Service Owner*

Deloitte Consulting LLP
cgaribaldi@deloitte.com

Matt Ku

*Managing Director
ServiceNow Practice Leader*

Deloitte Consulting LLP
maku@deloitte.com

Kristi Hamid

*Senior Manager,
Breakthrough.ESM Service Manager*

Deloitte Consulting LLP
krhamid@deloitte.com

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms or their related entities (collectively, the "Deloitte organization") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities. © 2024. For information, contact Deloitte Global.