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:



Al-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

Service management maturity after 1 day on Deloitte MSP Service management maturity after 1 year on self-managed instance Frequent Misperceptions build distrust and reactive course changes. Loudest Voice, First Out Level 2— **Managed Service** · Adding structure and Level 1—High visibility to customer **Touch Dependency**

- · No business visibility, transparency or reporting capabilities
- Inconsistent service delivery
- Limited toolset: email, spreadsheets, SharePoint

- support and service delivery
- Basic Case Mgmt. Tracking Department Cases
- Internal knowledge base

Repeatable

ESM is routine, considers all aspects of service delivery. Innovation is a challenge.

Level 3— **Self Service**

- **Enabling customers** to manage their basic Service needs
- Organization becomes less tactical and more strategic
- Customers facing Case Management & Knowledge base
- Service Portal
- Chat & Mobile **Basic Integrations**

Defined

Cooperation based on mutual respect and

maximizing value, shared understanding

Level 4— **Self Reliance**

- Empowering customers with easy to use support that is timely and accurate
- Enabling the organization to work strategically with business partners adding value to the bottom line
- Standard Service Workflows
- Bi-directional Integrations with IT and other business systems

Managed

Level 5— **Customer Driven**

Experience

Shared goals for

risks, and rewards

- Providing customers with complete end-to-end upport
- Removing barriers to provide an exceptional customer experience
- Making it easier for customers to be productive and innovative
- Improved engagement and business results
- Complex and Specialized Service Workflows

Optimized

Service Delivery Maturity

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.

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