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ACHIEVING COST SAVINGS AND
EFFICIENCY THROUGH **SERVICENOW'S**
ENTERPRISE ASSET MANAGEMENT
(EAM) MODULE WITH DELOITTE

Government and public sector agencies and organizations are under increasing pressure to optimize resource allocation, drive efficiency, and reduce costs. The imperative to do more with less is compounded by aging infrastructure, regulatory compliance requirements, and escalating cybersecurity threats.

As these agencies strive to achieve fiscal sustainability, ServiceNow's Enterprise Asset Management (EAM) module has emerged as a critical enabler of cost takeout and hard dollar savings. By leveraging Deloitte's implementers and ServiceNow's technology, government and public sector customers can unlock significant value, streamline asset management, and eliminate legacy Information Technology (IT) systems – which can free up resources to support mission-critical priorities.



CUSTOMER CHALLENGES IN ASSET MANAGEMENT

- Minimal portions of government budgets are allocated to asset management work, resulting in limited innovation and modernization opportunities
- Strict regulations around asset management business processes can be difficult to comply with when utilizing outdated and fragmented asset management software
- Integrating with other systems, such as financial and facility management applications, can be time intensive and overly complex without the use of native integration building tools

STRATEGIC PLAN FOR MODERNIZING SUPPLY CHAIN IT SOLUTIONS

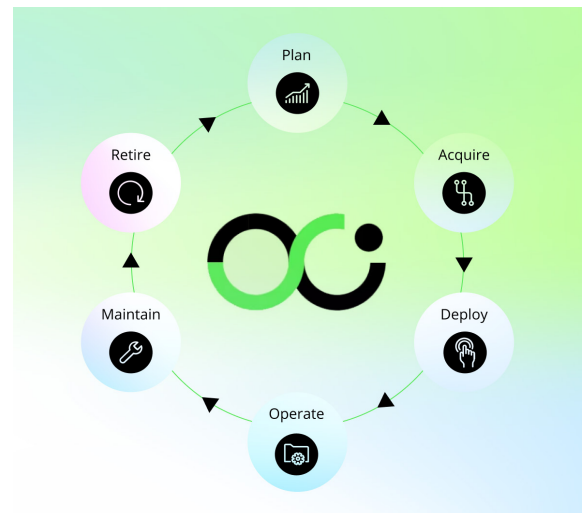
- Utilize native API builders to enable data sharing across systems and to increase data transparency and data quality across platforms
- Streamline business processes around asset management to reduce manual workloads and introduce new opportunities for task automation
- Create comprehensive dashboards to collect asset management key performance indicators (KPIs) and enable informed decision-making
- Utilize the power of AI agents in ServiceNow to automate workflows, provision assets, and enable time savings

OPTIMIZING ASSET UTILIZATION

Deloitte's implementation of ServiceNow's EAM module provides a unified platform for managing enterprise assets throughout the asset lifecycle, from the initial stages of planning and acquisition to eventual retirement and disposal. Deloitte's approach focuses on increasing asset utilization, decreasing manual workloads in favor of automation, and designing customer-centric modules that deliver an enhanced asset management experience to users across the agency.

By leveraging ServiceNow's EAM module, Deloitte enables government and public sector clients to enhance operational efficiency, improve asset visibility, and facilitate regulatory compliance for their enterprise assets, including (but not limited to) vehicles, IT equipment, construction materials, and consumables. By modifying out-of-the-box workflows with client specified configurations, our solution allows users to efficiently create, track, manage, maintain, and retire assets while following the unique regulations and processes of each government entity, resulting in greater operational efficiency, improved asset utilization, and minimal risk.

Asset Management Lifecycle on ServiceNow



KEY COMPONENTS OF DELOITTE'S SOLUTION

- Implementation of client-specified workflows, with a focus on configuration over complex customization
- Normalization of item catalogs to reduce the need for manual data cleanup
- Smooth integration with other agency systems
- Dashboards and reports for asset and inventory tracking
- Easy-to-use forms and workflows that simplify asset management processes for day-to-day users and asset managers
- Use of AI Agents that allow developers to develop faster, generate code based on text inputs, and increase reuse components

POTENTIAL BENEFITS OF DELOITTE'S SOLUTION

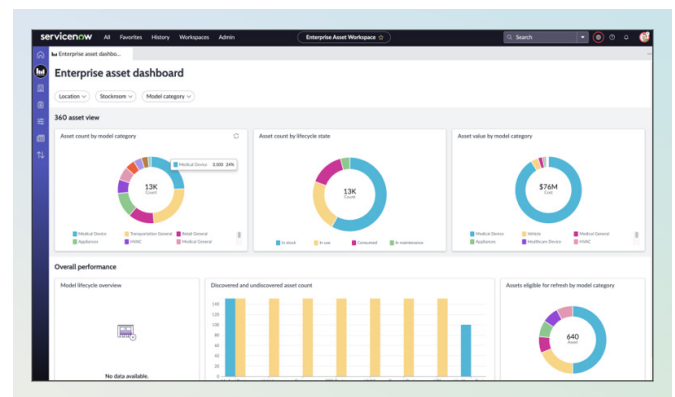
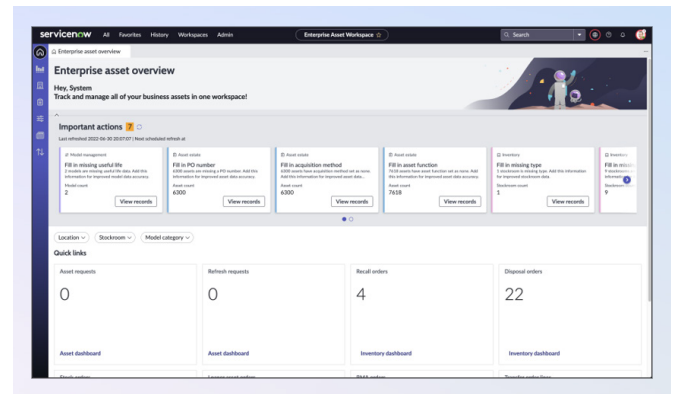
- Fewer redundancies and inconsistencies in item and asset data
- Enhanced operational efficiency through workflow automation
- Reduced downtime and maintenance costs
- Improved asset visibility and utilization
- Real-time data and insights
- Regulatory compliance and reduced risk of non-compliance
- User-friendly and intuitive interface
- Scalable and flexible system
- Data-driven decision-making and strategic planning

REAL-WORLD IMPLEMENTATION

Deloitte's government and public sector clients have implemented ServiceNow's EAM to consolidate their disparate systems, modernize overly customized and outdated technologies that are no longer supported by their manufacturers, and to reduce annual licensing fees that take up an increasing portion of government budgets. Alongside the financial implications of keeping these legacy systems active, users were experiencing routine performance issues, difficulty navigating user interfaces, and extended timelines for change request implementation due to limited ability to maintain a heavily customized code base. After implementing ServiceNow's EAM with Deloitte, our clients have made major strides to becoming auditable creating a more streamlined supply chain system.

Deloitte's approach follows a crawl, walk, run methodology to prove our client trust and understand the unique landscape of each agency. This strategy can, however, be tailored based on our client's speed and time-to-deployment objectives. For example, an agency may choose to deploy a subset of modules within EAM and operate in both the legacy system and EAM in parallel until all replacement features have been released and the legacy system can be fully decommissioned. This method can get users acclimated to the new system earlier, increasing customer acceptance and allowing more time for customer feedback to be implemented into the remaining modules. However our clients choose to implement, we suggest beginning development with a small set of workflows to operate as a proof of concept for customer acceptance before moving on to larger modules.

Deloitte is a market leader in enterprise asset management solutions and has extensive experience and industry expertise with ServiceNow's technology and the asset management requirements and regulations levied upon government clients. Deloitte's Global ServiceNow practice is recognized at the highest alliance level ServiceNow provides, Global Elite, and is consistently trusted by clients across the globe to implement complex requirements in unique client environments.





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