

# ServiceNow Capabilities and Offerings

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High performance. Delivered.

## About ServiceNow

ServiceNow is a cloud-based workflow and automation system that can address a myriad of IT and mission needs and capabilities. ServiceNow is used to support functions that include Business Process Management, Case Management, Enterprise Service Management, and IT Operations and Support. Accenture's ServiceNow offerings leverage this dynamic and powerful technology platform to provide value-added solutions to clients with high velocity at competitive cost.

## Thought Leadership & Experience set Accenture Apart



Dedicated ServiceNow Delivery Centers in India, the Philippines and San Antonio, TX



Pre-defined training, process guides, and delivery artifacts speed transition of clients to ServiceNow solutions



Leader in using Agile development methods to quickly deploy scalable ServiceNow-based solutions



Implementation accelerators to quickly capture organizational data and configuration information



Hybrid cloud to on-premise delivery model



More than 350 experienced and trained ServiceNow Practitioners

# Accenture ServiceNow Related Offerings



## IT Transformation

Large, transformative work changing the way IT organizations operate. Includes people, process, organization, operating model, and tool transformation.



## Rapid ITSM

Delivery of pre-fabricated IT Service Management processes and capabilities based on ITIL® and Accenture proven-practices.



## ServiceNow Systems Integration

Delivery and implementation of ServiceNow capabilities across the enterprise.



## Platform Development

Development of custom applications and solutions by exploiting native ServiceNow capabilities and the CreateNOW platform.



## On-Premise Deployments

Deployment of ServiceNow within a client's data centers. Includes hybrid cloud to on-premise delivery models.



## ServiceNow as a Managed Service

Accenture offers ServiceNow as a Managed Service thru its own multi-tenant instance and via client-dedicated instances.



## ServiceNow Business Case Assessment

Rapid and objective-based analysis that delivers a business case presenting the costs and benefits associated with migrating from legacy solutions to ServiceNow. The evaluation is designed to provide objective data and net present value (NPV) results for a 5 year period.



## Enterprise Service Management Offerings

Use of ServiceNow to automate and align business service work flow across the organization in support of the core mission.

## About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. The company generated net revenues of US\$31 billion for the fiscal year ending August 31, 2015. Visit us at [www.accenture.com](http://www.accenture.com).

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