



Empower your employees to drive results

**KPMG Powered Enterprise |
Enterprise Service Management**

Enabled by ServiceNow
Employee Service Delivery

They're your company's greatest asset. They deserve an employee experience that allows them to interact with all your corporate services in the same simple, seamless way they conduct business in their personal lives.

Create the future for your employees



Onboarding a new employee

“I'm so happy to have Joseph join our team of regional sales associates. Once he accepted our offer, he used our mobile app to fill out and sign our onboarding forms while on the train. He used the chat function on his mobile device to ask about our 401K. Meanwhile, I requested his laptop, network access, and intro training from IT. Ready to roll!”



Managing logistics for a meeting

“I suddenly remembered that I had an important meeting set for the afternoon and hadn't made the arrangements for my internal and external guests. I opened my mobile app, viewed my dashboard, searched for “visitor”, selected the date and office location, and in a couple minutes arranged for Wi-Fi, parking, and a meeting space. I don't ever have to go to different departments such as IT and security to get what I need. Let the meeting begin.”



“It’s been a long week of travel and conference activity, finally catching up on my pending deliverables. As the Marketing Director, I have to provide a program status report by Monday EOD. So happy that I can reach out to Finance directly, even though it’s the weekend, to request marketing budget details. I can ask a question using the virtual assistant feature on the employee portal, connecting directly to Finance. Time to put my feet up.”



“I’ve got half a dozen contracts in the works that need review by Procurement. Being able to submit the draft agreements anytime electronically, means I’m always connected to the help I need. I can also chat with an expert, search the database for answers to common questions, and see the status of my requests. When a sales representative is working to close deals, time is crucial. Now, time is on my side.”

**KPMG Powered
ESM can make these
experiences real for
your employees.** It provides the framework to deliver a superior digital business services experience across the enterprise. This is possible because the full ServiceNow Now platform allows employees to create and “see” into their business services transactions via a simple, intuitive dashboard accessible 24/7. In addition, native mobile app capability keeps them productive on the go.

“Imagine  employees as your north star, and focus each employee experience on their needs.”

— Mitch Kenfield
Advisory Principal and
Service Management Leader
KPMG LLP

Definitions

ESM

ESM is a framework for companies to provide employees a consistent, connected experience with a consumer feel, from the moment they request any business service to follow-through.

KPMG Powered ESM

- Combines ESM with ServiceNow Employee Service Delivery to fully connect your back office, including HR, IT, Finance, Procurement, Marketing, Legal, and Facilities.
- Integrates employees and processes to produce extraordinary experiences that can improve employee satisfaction and retention, enhance customer service, and drive business results.

Disconnected today...

As consumers, we enjoy a digital, social, and mobile society. Everything from buying a new car to banking to ordering dinner is accessible 24/7 from multiple devices and customized to our needs and preferences. Our

customer service expectations are now defined by an evolving digital world. Unfortunately, that kind of experience rarely follows employees into their offices. Today, most companies still provide business services experiences that are slow, disconnected, and, frankly, painful. As your greatest asset, employees deserve a simple, intuitive experience like the one they enjoy as consumers that covers all the business services they require to achieve their highest potential – and drive your company forward.

In 2017, companies attributed

\$75 billion in sales losses to poor customer service.¹

In 2018, only

32 percent of respondents reported having an enterprise-wide digital strategy.²

“Customer-centric” organizations are

38 percent more likely to report greater profitability than their competitors.²

...seamlessly connected tomorrow

KPMG Powered ESM is a powerful operating model for providing business services that includes a robust set of prebuilt assets that allow you to scale ESM across the enterprise. Our methodology takes disparate Finance, HR, IT, Facilities, and other business services and combines them into one combined taxonomy, platform, portal, and user interface. A configurable element means you can illuminate your unique business services challenges and work toward continually enhanced employee interactions with business services.

Employees enjoy new “customer-like” employee experiences

KPMG Powered ESM focuses on your employee and delivers fully connected, consistent, and high-quality services that improve employee satisfaction and productivity. Their experience can now match the customer-friendly environment they experience in their personal consumer lives. In other words, ordinary work experiences create productivity improvements; extraordinary ones help you become an employer of choice.

¹ Source: “The Three Customer Service Megatrends in 2019: As AI Eats Jobs, Agents Are More Valued,” Forrester Research, January 17, 2019

² Source: Harvey Nash/KPMG CIO Survey, 2018

Employees can then deliver superb experiences to your customers

Employees are critical to your ability to deliver a superb customer experience. In fact, The Future Workplace and Beyond.com study *The Active Job Seeker Dilemma* found that 83 percent of HR leaders said employee experience is either important or very important to their organizations' overall success. Companies that continually enhance their employee experiences can create a value proposition beyond employee retention and productivity to include customer growth and satisfaction, service delivery optimization, and brand loyalty.

Employees are fully linked to business services owners and business services

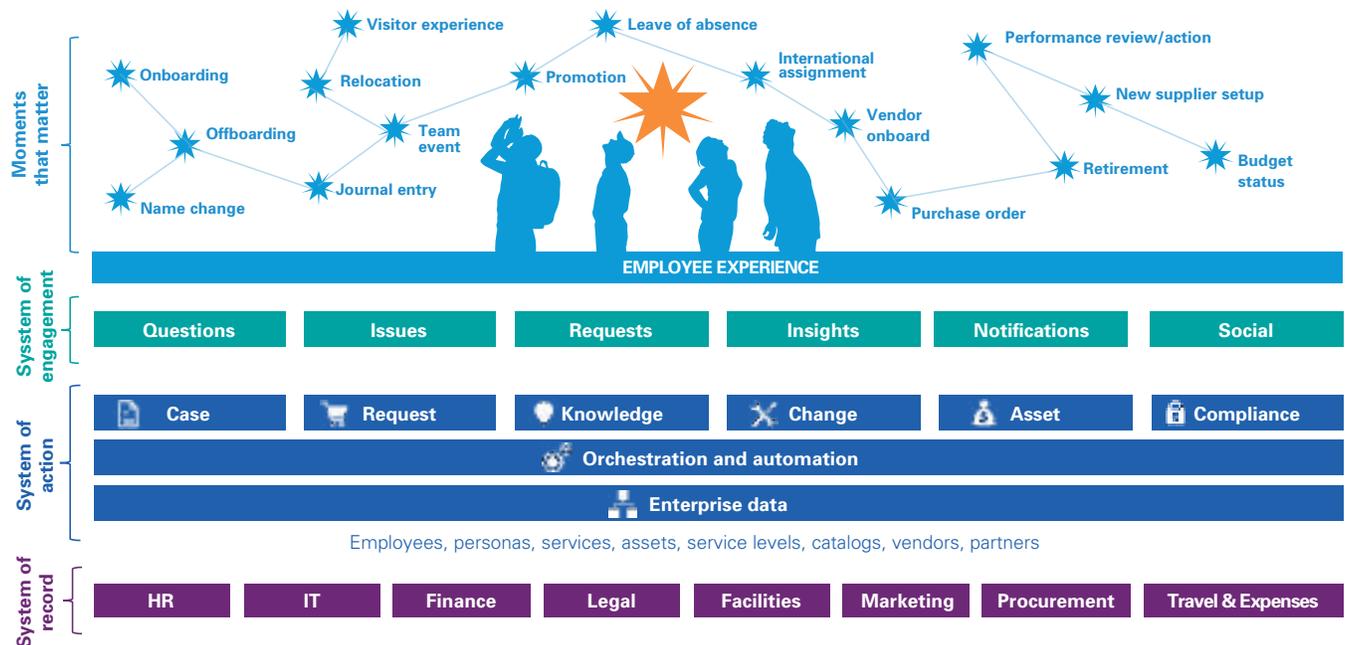
KPMG Powered ESM fully links employees, business services owners, and services:

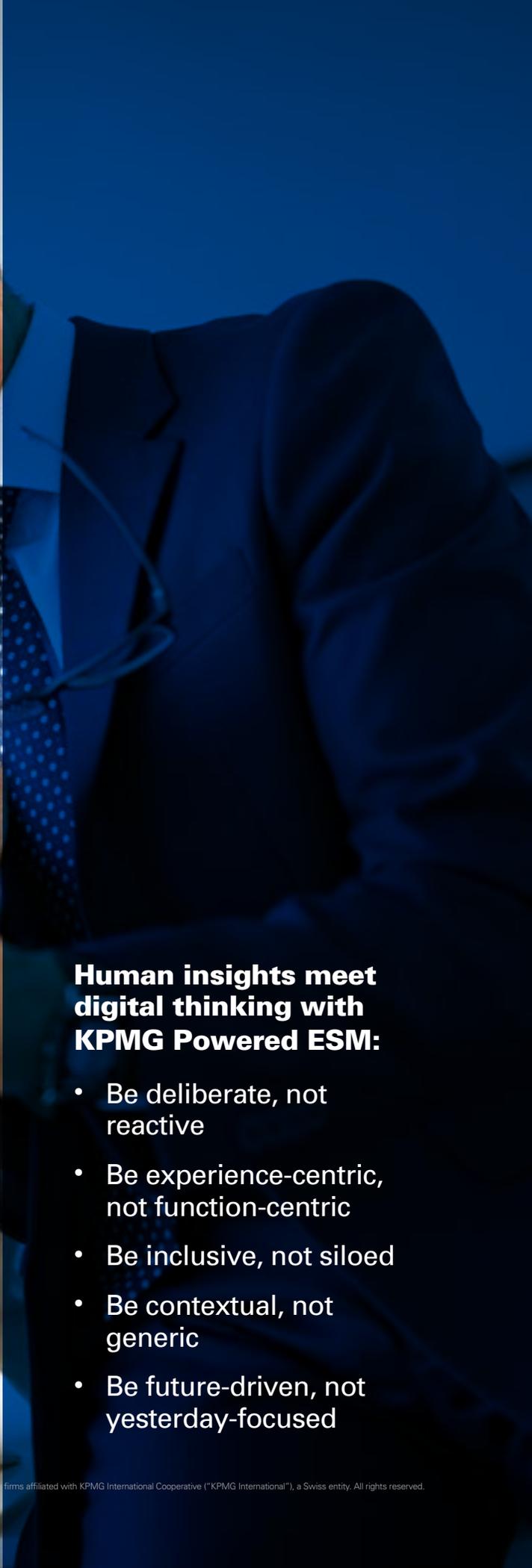
- Anywhere, anytime, employees can understand the business services offered, engage a friendly system of interactions, and review the status of requests.
- Business services owners can better understand which business services employees use most. With a real-time picture of employee activities, successes, and improvement areas, they can drive operational excellence while saving time and money.
- Shared services groups can integrate service requests and workflows that span multiple business functions, simplifying delivery and improving the employee experience.

Ordinary work experiences create productivity improvements; extraordinary ones help you become an employer of choice.

And KPMG believes that ServiceNow Employee Service Delivery is the anchor to make the ordinary, extraordinary.

KPMG and ServiceNow understand that the future is in connecting the moments that matter





Human insights meet digital thinking with KPMG Powered ESM:

- Be deliberate, not reactive
- Be experience-centric, not function-centric
- Be inclusive, not siloed
- Be contextual, not generic
- Be future-driven, not yesterday-focused

KPMG capability

Our innovative vision—from concept through implementation—sets us apart. We combine deep understanding of people, their motivations, and how to drive behavior with broad transformation capabilities. With these, we help implement and sustain new ways of interacting with business services that will change the way people work.

We understand how to design and configure on the ServiceNow Now Platform. We combine configuration experience with deep functional knowledge, from HR and IT through Finance and shared services, to help clients realize a cohesive operating model that can be effective for business services and employees around the world.

HFS Research ranks KPMG #1 in the categories of: Enterprise Service Management, Verticalized Solutions and Capabilities, and Consulting and Thought Leadership in their Top 10 ServiceNow Services evaluation.

KPMG is a “trusted advisor with a reputation for delivering innovative solutions.” According to clients, KPMG “brings fresh perspective to engagements.” KPMG has “continued to fuel innovation with knowledge and experience from delivering management consulting and business services.”

Successful, growing alliance: KPMG and ServiceNow



Alliance partner since 2011



Authorized training partner



Authorized systems integration partner



Top 5 Global Strategic Integrator partner



> 450 projects globally

ServiceNow
2019 Americas Partner of the Year

600+
Service management practitioners

300+
Global ServiceNow professionals

150+
ServiceNow certified developers in India

KPMG ServiceNow clients cross all industries

90% Global 1000 Business and large government organizations

50% Clients who are using ServiceNow for non-IT areas

80% Implementations with multiple deployment phases and ServiceNow products



The KPMG Powered ESM enabled by ServiceNow delivers a consumer-quality employee experience for business services.

Visit read.kpmg.us/poweredesm

**With KPMG Powered Enterprise,
your future looks powerful.**

Contact us:

To find out more about KPMG Powered ESM enabled by ServiceNow and how it can help you deliver customer-quality business services to your employees, visit read.kpmg.us/poweredesm and contact:

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