

KPMG Powered Enterprise | IT

Data Sheet

Power your technology services to increase the pace of business advancement with outside-the-box value.

Straightforward, fast, and uncomplicated...

These are not the words that usually come to mind when IT prepares to deploy new technologies. Why not expedite the core implementation activities, spend more time on transforming the business and get to production quickly?

That's the strategy and methodology behind KPMG Powered IT with ServiceNow, the latest addition to the KPMG Powered Enterprise suite of solutions. Leveraging experiences and lessons learned from deploying ServiceNow to transform the business of IT across hundreds of clients. The solution decreases time to value and mitigates risks. KPMG Powered IT helps IT organizations accelerate transformation by starting with and expanding upon pre-packaged, leading practice solution.

What is KPMG Powered IT?

- KPMG Leading practices and insight
- Transformation jump start
- Template IT operating models
- Pre-defined IT processes
- Pre-configured ServiceNow modules and capabilities
- Regular process and technical updates



Governance

- Target IT operating models
- ITSM & ServiceNow governance



Service delivery model

- IT transformation methodology
- Agile delivery processes and tools
- Service request and catalog models
- Business service mapping
- Hypercare and managed services



Performance insights & data

- Operational metrics and KPIs
- Foundational and CMDB data models

How is KPMG Powered IT different?

- Provides a holistic, business-led approach
- Focuses on speed to value
- Accelerates decisions
- Follows a collaborative, agile approach
- Expands upon the "out of the box" solution
- Avoids one-offs and over configuration



Technology

- Design specs and stories
- Integration specs & test scripts
- Pre-engineered, purpose built features and stories
- ServiceNow architectures



People

- Stakeholder analysis tools
- ITSM specific OCM techniques
- Communications and awareness
- IT roles & responsibilities
- Training plans and collateral



Functional process

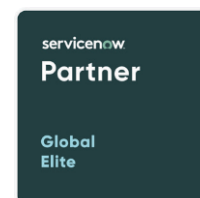
- IT processes, policies and procedures

World's largest hotelier transforms the enterprise in 6 months leveraging KPMG Powered IT

- 8 ServiceNow applications launched simultaneously
- 600,000 Service Portal Users
- 550+ stories in 7 Sprints
- 650 groups created
- 11,000+ core CIs discovered
- 100+ hours of design workshops
- 10,000 tickets migrated from Remedy
- 5 outsourcing partners
- 10 global service desks

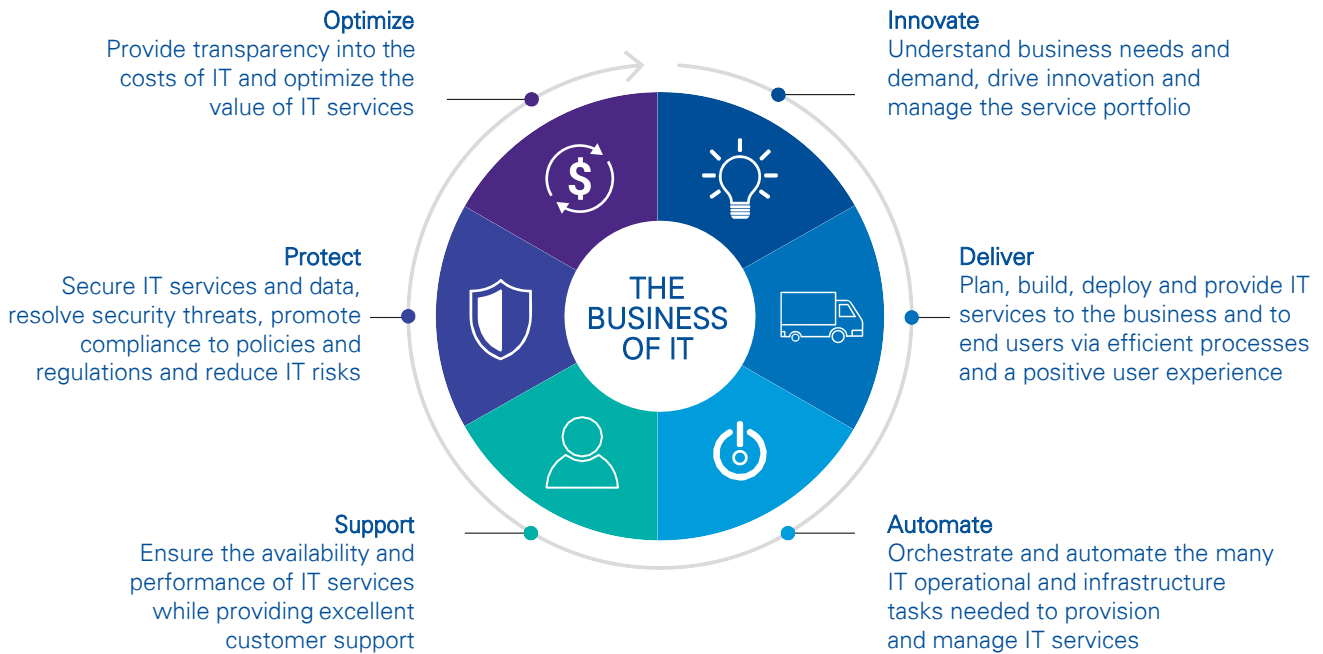
"We did an incredible amount in a very short period of time and we could not have done all this successfully without KPMG and an implementation approach they call Powered IT. The way they led this engagement, their expertise, including the assets and IP they brought to the table, is what helped make this project a huge success."

VP—Global IT Operations
Leading Global Hotelier



“Our clients are looking to transform the IT function, and do it quickly. They are looking for cloud solutions that can be implemented and start delivering business value in months, not years.”

— Greg Horvath, KPMG IT Service Management Lead



KPMG helps you manage your IT business

KPMG Powered IT is more than an implementation tool. It helps you look at the full impact your cloud-enabled IT program can bring to your business. By using the strategy and operating tools embedded, KPMG Powered IT gives you the edge to help futureproof your IT business.

Modern service management

With the ServiceNow System of Action, Enterprises can replace unstructured work patterns of the past with intelligent workflows for the future. KPMG Powered IT uses new machine learning and predictive analytics capabilities so that IT teams can concentrate on anticipating and preventing future incidents. Close collaboration between KPMG and ServiceNow gives clients access to top-performing assets and industry-leading practice in deploying the platform.

The KPMG Powered IT approach = A streamlined experience

KPMG’s solution using ServiceNow and Powered IT focuses on your business outcomes and leverages established process and technology practices learned from years of experience working with companies like yours. It reduces the risks of change to help you achieve more benefits-enabling employees, improving service levels, and delivering game-changing economics.

read.kpmg/us/poweredit

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How does KPMG Powered IT help?

- Transformation with a lower investment
- Increased certainty of outcome
- Lower total cost of ownership
- Shared learnings and leading practices
- Prepares you for updates and enhancements over time

What comes next is powered by KPMG.



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