



A leading energy company taps the full power of a digital enterprise





Key facts

Client: Electric and gas utility company

Industry: Power and utilities

Sector: Energy and natural resources (ENRC). Our client is a diversified energy company. Its operating units include an electric utility serving 2.2 million customers and a natural gas utility serving 1.3 million. Its portfolio includes energy businesses focused on power and industrial projects, renewable natural gas, and energy marketing and trading.

Project at a glance

Enabling digital transformation through flexible managed services

Recognizing the need to modernize, digitize, and connect workflows enterprise-wide, this energy company chose ServiceNow as their cloud platform partner. Even as our client's team prepared for deployment of its first initiative, it was looking ahead at how to maintain momentum.

KPMG worked with our client to execute a successful digital transformation implementation, and strategically grow and advance the new ServiceNow platform to support ongoing transformation.

Our proven approach and the KPMG Powered Evolution solution provide the agility this utility company needs, bringing in the right people and processes at the right time and providing insights into what ServiceNow can offer today as well as new functionality coming tomorrow.

Challenges

This energy company chose ServiceNow as a critical, foundational platform to transform how IT services are delivered to their workforce and to drive significant improvement in cyber and IT operational performance. Their adoption of ServiceNow would achieve their goals and set the stage for a thoroughly automated, deliberately digital, enterprise IT platform supporting their pursuit of technology-driven outcomes.

With the go-live date and deployment to 10,000 users fast approaching, the company was struggling to build needed in-house capabilities, due to internal hiring constraints and fierce competition for ServiceNow talent.

In addition, their strategy and aspirations for ServiceNow-based future initiatives would likely require more and different resources—so the in-house capabilities they were trying to build might not serve future needs.

Key KPMG initiatives

In addition to determining how KPMG could best meet our client's immediate deployment needs, we brought in our Powered Evolution team to strategize on how to support the company's ongoing transformation. Our client's candor and transparency fostered a powerful working relationship. Together, our two teams supported broader objectives, such as growing the platform, as well as tactical aims including the development of structured frameworks for handling break-fix issues and incremental enhancements.

Since 2019, we've worked with this client on key initiatives:

- A three-year program involving the implementation of and managed services for the cloud platform across IT services (Business, Operations, Field Services Management, and Security)
- Ongoing managed services delivering aggressive work sprints, multiple patch cycles, and version upgrades
- An Agile program involving process optimization, technology architecture, configuration, and deployment for more than 10,000 internal users
- An optimal framework for enhancing the company's ability to track, manage, and forecast demand for products and services across all business units.

Delivering results that matter

This company's commitment to digital transformation, strengths as a candid collaborator, and access to KPMG resources—including deep ServiceNow experience—led to key gains:

- A highly effective governance model supports the ServiceNow platform
- 10,000 users collaborate easily and effectively on issue resolution and request fulfillment, enabling reduced time to completion on tasks that are now requested in the tool
- A centralized view of customer products and services spans all business units and technology groups
- A single source of truth for the IT function houses knowledge and configurations, incidents, service requests, and business impacts
- Well-defined, widely adopted, and easily measured ITSM and agile processes are in place



To me, relationships are extremely important, and that's a strength of KPMG. It goes beyond ink on paper. They're committed to our success. And they show it every day in how flexible and agile they are in meeting our needs.

—Global IT Manager
Electric and gas utility company

- 50 tasks related to service requests have been automated
- Average of 140 Agile story points developed per sprint, for a total reduction of 3,360 story points per year
- Average request-fulfillment time decreased from 10 business days to 2 business days due to task automation
- Automation of access requests to NAS folders has reduced manual tasks by an estimated 2,700 hours in a calendar year
- Internal users report greater satisfaction due to decreases in outages, faster resolution times, and improved self-service tools
- Seamless coordination between multiple third-party suppliers and vendors supporting our client's ServiceNow platform
- Automation of access to elevated security privileges includes expiration dates, ensuring removal of elevated privileges as soon as they are no longer required.

Why KPMG Managed Services

Today, transformation must be quick

In today's high-pressure business landscape, most companies are in some phase of transformation. So, it's not enough to transform—you need to do it quickly and effectively to gain and sustain competitive advantage. KPMG Managed Services can help you keep up with innovation, move quickly to attract in-demand talent, and be ready to shift direction as needed—so even when you're not sure where the next opportunity will come from, you can be confident that you'll be there to meet it.

Trusted guidance that flexes with your needs

It takes vast resources to be as nimble as you need to be in today's business landscape. Our ability to dial our involvement up in one area or down in another, mine deep insights, and tap talent across industries, ITSM, technologies, geographies, and functions allows us to react swiftly to today's changing opportunities and shifting business landscape. So, while you may engage with us to meet a precise set of objectives, rest assured that as they shift, we do, too.

Our commitment to powerful collaboration

Our goal is to be an extended part of your team. Someone with whom you can openly share your changing goals and insights as well as your challenges. Together, we'll work through questions on everything from technology to corporate culture. We can test assumptions, measure performance, and optimize the solutions that help ensure transformation initiatives are effectively deployed, widely adopted, and well maintained.



KPMG Powered Evolution

KPMG Powered Evolution enabled by ServiceNow



Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

kpmg.com/socialmedia



© 2022 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization. NDP336196-3A

Start a conversation

Kimberly Howery
KPMG Account Lead Partner
Managing Director, Advisory
Internal Audit and Enterprise Risk
KPMG U.S.
T: 734-578-5434
E: khowery@kpmg.com

Greg Horvath
KPMG Account Lead IT Partner
Managing Director, Advisory
CIO Advisory
KPMG U.S.
T: 989-859-1968
E: gregoryhorvath@kpmg.com

Jim Schneider
Managing Director, Advisory
KPMG Managed Services
KPMG U.S.
T: 201-390-5354
E: jamesschneider@kpmg.com

Mike Lutz
Managing Director, Advisory
ServiceNow Platform
KPMG U.S.
T: 415-963-5158
E: mikelutz@kpmg.com