



Harmonizing IT processes for an international insurance firm



In an era of digital disruption where users demand ever-increasing levels of agility, speed, and quality from IT service management (ITSM), every business enterprise will, at one point or another, face the need to update and unify its systems. The question is, how can a transformation at this scale be achieved quickly while delivering lasting value? To respond to this challenge, companies are moving away from off-the-shelf products towards tailored solutions.

With over 20 years of experience in the service management arena, KPMG LLP (KPMG) professionals couple an understanding of how businesses work with deep knowledge of transformative ServiceNow technology. Together, we are designing and implementing platforms that drive change from the back office all the way to your relationships with your consumers— this is just one example of how we have done it.



The challenge

A leading insurance company wanted to implement an ITSM platform that could streamline processes across different business units and vendors worldwide. At the time, their existing systems had fallen out of sync and were highly customized, creating delays, frustration, and unnecessary expense. Problems were arising in areas from onboarding to event management, and performance reporting became almost an impossible task.



Our solution

During the first phase of the project, we looked closely at the existing architecture, focusing our efforts on understanding the processes that were already in place, what was not working, and what changes were required to create an effective solution. To achieve this, we conducted a series of in-depth workshops with users at business centers across the globe, testing, reviewing, and re-engineering our platform to suit their different concerns, needs, and priorities.

The 10-month window for delivery made this project **uniquely challenging.**

Success through collaboration

Our solution was based directly on our close collaboration with users on-site. Working with them, we were able to establish a single global process for all of their core IT infrastructure library (ITIL) procedures, including global reporting and metrics. Not only did this streamline the user experience, it also gave the company broad visibility of data across their different units and supplier landscape. To support self-service, we also designed an extensive and detailed organizational change management (OCM) strategy, which included a highly successful train-the-trainer program. The enterprise-wide solution automated routine processes wherever possible and reduced the items in their service catalog by more than half, resulting in a streamlined and positive end-user experience.

Short time frames, lasting change

The client's challenge was for us to implement the breadth of ServiceNow's ITSM platform across a complex, global organization in an extremely short window of time. To meet that challenge, we drew on our team of KPMG professionals and developers, some with over nearly a decade of experience in implementing ServiceNow. By combining this know-how, our business knowledge, and ServiceNow's technology, we were able to work collaboratively with this international client to help aggressively transform the way they deliver IT services, creating a unified platform that could support and drive large-scale organizational change well into the future.

For more information, please visit www.kpmg.com/us/servicenow, or e-mail us at go-snowalliance@kpmg.com.

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About KPMG

KPMG professionals are leading providers of cloud-enabled IT transformation solutions. KPMG is a global network of professional services firms providing Audit, Tax and Advisory services. We operate in 155 countries and have 174,000 people working in member firms around the world.

About ServiceNow

ServiceNow is changing the way people work. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service, and more.

Contact us

Joe Koester
Principal, Advisory,
Digital Lighthouse, KPMG US
T: 703-286-6633
E: jkoester@kpmg.com

Anne Smith
Director, Advisory,
ServiceNow Alliance Director
T: 513-763-2411
E: annesmith@kpmg.com



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