



KPMG Powered Evolution

Drive future transformation

enabled by ServiceNow

Staying ahead in a changing world

You have accomplished the hard part. Your ServiceNow transformation is largely complete and you are looking forward to realizing the benefits of your new-look business function. As you migrate to 'business as usual', the project team is re-deployed and, finally, you are ready to move on. In doing so, you may become distracted from your transformation goals. **This would risk undermining all of the gains you've worked so hard to achieve.**

The challenge

Evolving regulatory changes, disruptive technologies, process improvements, and new market opportunities are likely to pose further challenges as your business moves forward.

Failing to keep up with the times could lead to your ServiceNow platform becoming tomorrow's legacy system and your current leading practices begin to lag behind advancements of the future.

Retaining and fully utilizing the skilled resources required for your transformation provides a particular challenge. Important quarterly patches and system enhancements for your ServiceNow platform need to be understood and implemented efficiently. But maintaining a dedicated team with particular skills and know-how that is only required every 3 months is not cost-effective to your business.

Deriving ongoing value from your transformation requires a more agile approach.

The solution

KPMG Powered Evolution delivers tested ServiceNow capability combined with the leading practices and processes needed to help you remain flexible and agile in a world of evolving requirements.

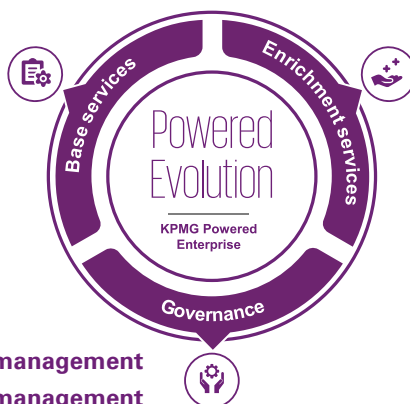
Delivered through a highly-knowledgeable and effective multi-tier global delivery network, providing local and market insight, Powered Evolution offers the right blend of ServiceNow skills and resources to support the ongoing change necessary to keep your business driving forward.

New features from cloud SaaS providers are often not deployed. Only **16%** of respondents adopted **50%** or more new features. Access the complete survey findings [here](#).

Source: Managing your SaaS cloud environment report, May 2020

KPMG Powered Evolution key components

- Solution fulfillment team
- Case management
- Knowledge management
- Patch and upgrade support
- Tenant management



- Release planning and management
- Change management
- Reporting

- Configuration changes
- Development and enhancements
- Security and controls
- Data integration
- Interface services
- Defect fixes

Governance. Manage — Control — Plan.

A forward-looking client-specific plan and change management services for an early assessment of new ServiceNow releases, provide input to the change management process and critical oversight, account management, and performance against SLA reporting.

Base Services. Maintain — Upgrade — Patch.

KPMG Service Desk provides a single point of contact for management of updates (including impact assessment), management of patching cycles and leveraging client-specific support content.

Enrichment Services. Configure — Develop — Enhance — Secure.

Client-requested enhancements to documented functionality, application configuration changes, defect fixes, and feature adoption blueprint, report configuration, and data integration, interface services as well as insights and assurance around security and controls.

We're with you every step of the way

Whether KPMG Powered Enterprise has been used to transform your business, or an alternative route has been taken to this point on your journey, Powered Evolution is here to support your next steps.

Flexible

We provide the flexibility you need to continue your transformation journey with confidence.

Predictable

The right resources that can help just when you need them, while feeling assured about predictable ongoing costs.

Cost effective

Continue your transformation journey with agility and speed, without the need for capital investment.

KPMG Powered Evolution allows you to maximize the value from your ServiceNow platform:

 <p>Continuity of resources from your implementation — mitigated transition</p>	 <p>Access to the broader set of KPMG resources — brings you the latest leading practice</p>
 <p>Care and maintenance of the Powered platform — keeps you going</p>	 <p>Scalability, and the right resources at the right time — overcome skills shortage</p>
 <p>Client-specific knowledge — understanding the impact of upgrades</p>	 <p>Enable faster adoption of emerging technologies — keeps you current</p>
 <p>Focus on your core competencies — not distracted by the day-to-day</p>	 <p>Maintain agility — respond to changing business environment</p>

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With KPMG Powered Enterprise

- Transform the way you run your business
- Build agile functions that evolve as you grow
- Help your people to adopt and embrace change
- Exploit new technologies for value and performance
- Drive future success with the latest leading practice

servicenow

KPMG is a leader in ServiceNow Cloud solutions

- 500+ global engagements
- 550+ ServiceNow professionals and more than 1,000 ServiceNow certifications
- 2020 Global Industry Solutions Partner of the Year
- Global Elite ServiceNow Alliance Partner since 2011

What comes next is powered by KPMG.

To discover more about Powered Evolution, and the impact it can have on your business, visit home.kpmg/poweredevelopment

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