KPMG

cutting through complexity

Business Service Applications

Extending your ServiceNow platform to business service applications beyond IT, such as HR, procurement, or R&D, presents a host of new opportunities for organizations. Easy-to-use form and workflow-driven applications can be deployed quickly and without the need to source, procure, or prepare a new environment.

- New applications on ServiceNow can:
  - Leverage your existing instance and foundational data such as locations, users, and the information from any other application already deployed in ServiceNow
  - Deploy quickly with a relatively small amount of development and configuration effort
  - Develop a prototype quickly to demonstrate functionality to stakeholders

- Challenges presented to organizations:
  - How to transition an IT Service Management (ITSM)-focused platform to one applicable to a broader business audience
  - How to best enforce governance on a new instance of the platform
  - How to continuously improve your ITSM platform applications while making room for and planning to support new business applications
  - How to identify new applications as candidates for the ServiceNow platform
  - How to manage groups of developers working in the same development environment

OUR POINT OF VIEW

ServiceNow offers a feature rich platform for rapidly building business applications. Current customers can learn from others' challenges and successes building business applications along with their own. This benefit combined with the implementation team's inherent IT operation knowledge can offer a smooth transition to a steady state after an organization goes live. And learning to leverage IT operational information allows organizations to better plan and run business applications.

SOLUTION OFFERING

KPMG LLP has a broad set of solution offerings, including:

- Building an internal business application service offering including service definition, SLAs, development processes, cost models, and marketing materials

- ServiceNow Business Application platform readiness planning and governance design

- Legacy application rationalization and planning and execution services

- Application solution planning, design, and implementation

- Project oversight and governance

- System testing services to support deployment or release readiness review

- Organizational change management and training services.

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

CONTACT

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