



Simplifying and modernising the user experience

service**now**



Today, users are demanding more from their IT service management (ITSM) than ever before. The pace of change is accelerating and, to keep up, enterprises need to streamline their ways of working. To do this, companies are moving away from their current legacy systems towards tailored solutions that enable them to 'run IT as a business'. This changing ITSM landscape is opening doors for companies to provide consistent service delivery to their organisation, driving greater value to their business.

With over 20 years' experience in the service management arena, KPMG professionals couple an understanding of how businesses work with deep knowledge of ServiceNow's transformative technology. Together, we are designing and implementing platforms that can help 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 following case study was originally published by KPMG in the US.

The backstory

For some time, our client – a well-known computer technology company – had been struggling with an outdated, clunky ITSM platform. Sensing that they were about to fall behind the market in terms of agility and service quality, they purchased ServiceNow. However, they had decided to outsource the management and maintenance of it to a third party. Now, they found themselves in further difficulties, as making even small, incremental changes to the system had become prohibitively expensive and time consuming. Realising they were no longer in control of their investment – and facing increasing demands from frustrated internal customers – they came to us.

The challenge

We realised that we had to put control of the platform back into the hands of the client. By showing them how to manage and maintain it themselves, we knew we could give them the knowledge and flexibility to shape it to their needs – and save a significant amount of money in the process. To take the client on that journey, we would also need to upgrade the platform, to provide them with a greater level of influence and oversight. Their CIO wanted this to be a full rebrand of the user portal as well: it was our mission to create a broad user experience to make it as accessible as possible.

We created a **consistent experience** for users, across **every part** of the business.

Our solution

Within four weeks, we upgraded and simplified the client's ITSM platform, making it easier to use, administrate and modify. One of the key issues identified was that there were too many portals for people sending requests to the service desk, making it extremely difficult to navigate effectively. Using this issue as an opportunity, we decided to create a shared space to which all requests, from anyone in any function, could go. With this modification, users could easily find what they needed, when they needed it. Additionally, we updated and simplified the user interface, modelling it on a familiar, online shopping framework, mimicking the platforms our internal customers used in their daily lives.

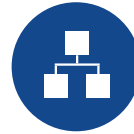
While this transformation was complete and ready to be used, we were aware that the client's employees were not equipped to start administrating the system themselves just yet. To help them with this, we assisted in conducting training, bringing them in to meet with our own ServiceNow administrative team. While this was all very exciting, it did not stop there: we also wanted them to have the capability to enhance and grow their digital app store. We made sure they could add to the request catalogue when necessary, without impacting the experience of their internal customers or altering the overall design.



Increased user understanding



Consistent user experience



Scalable service catalogue function



Greater return on investment

The results

We took the client on a journey from a one-shot, order-taking mind-set to an approach that addressed the demands of users directly. We created a consistent experience for users, across every part of the business, making it easier for them to search for, browse and secure IT products and services. We also made sure that the client was prepared for the future by providing them with a scalable service catalogue function that could be managed and grown by their people. Ultimately, all of this delivered a significantly greater return on investment than offered by their previous provider.

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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

Nick Young

Partner

T: +44 (0) 7785 458 453

E: nick.young@kpmg.co.uk

Stephen Degnan

Principal Advisor

T: +44 (0) 7795 318 613

E: stephen.degnan@kpmg.co.uk

Will Millen

Senior Manager

T: +44 (0) 7880 710 033

E: will.millen@kpmg.co.uk

kpmg.com/uk

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