



KPMG Accelerated IT Service Management

Modern capabilities now. Built-in future enhancements.

IT organizations struggle to keep pace with the speed technology moves. An IT service management (ITSM) platform that cannot facilitate connections across the business compounds their challenge. We help your IT function create borderless organizations where people and technology interact to reach new productivity levels.

Achieving ITSM maturity has never been so accessible

KPMG Accelerated ITSM enables organizations to move ITSM capabilities to a ServiceNow platform in as few as 12 short weeks without giving up quality or cost-effectiveness. With KPMG Accelerated ITSM, IT organizations get out-of-the-box ITSM capabilities and leading practices while leveraging our experience deploying ServiceNow for hundreds of clients.

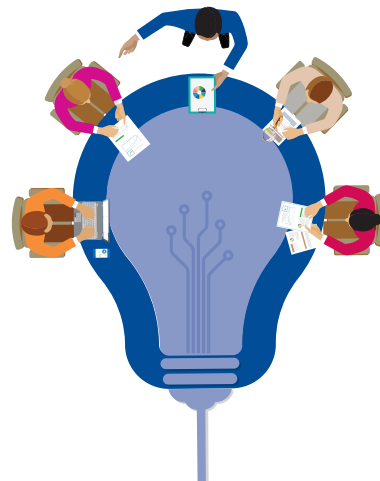
KPMG equips you with the ServiceNow license to fit your organization's needs. The offering provides a complete package of ITSM core capabilities, including software provisioning, configuration, implementation, and long-term operational support. With the Information Technology Infrastructure Library (ITIL)-based framework, organizations immediately begin their journey to ITSM maturity—and the investment is less than larger organizations often spend to achieve the same outcome.



What organizations get with KPMG Accelerated ITSM

- Industry leading **ServiceNow platform** that replaces existing ITSM solution to improve stability, consistency, and efficiency
- Enhanced **user experience** to increase use of self-service
- Platform and process **governance models** to help expand and enhance ITSM capabilities

- Platform **roadmap** to help plan and prioritize future service management abilities within IT and across the organization
- Ongoing **support and enhancements** for three years to improve accuracy, mature ITSM competencies, and reduce cost
- Flexible **ServiceNow license** that adjusts to business needs



This engagement is by far one of the most productive, cooperative, and effective vendor engagements I've ever had!

*Senior Manager
FORTUNE 250 Industrial Provider*



Growing companies can benefit most from KPMG Accelerated ITSM

Companies striving for ITSM that aligns with business needs can build a solid core service management foundation to immediately begin the journey to ITSM maturity.

IT leaders looking to mature their ITSM function faster without transformational-size budget can benefit from Accelerated ITSM.



Faster implementation + market leading processes & team = early-stage ITSM maturity

KPMG Accelerated ITSM uses out-of-the-box features that allow IT leaders to quickly re-platform ITSM using best practice methodology to achieve ITSM maturity without a large budget. KPMG packages our teams' ITSM and ServiceNow platform experience along with the ServiceNow license, implementation, and maintenance into a simple solution.



We successfully implemented the core ServiceNow ITSM Platform via a 12-week engagement 100% remotely. The team also provided great coverage for each other, which helped us to always feel supported.

*ITSM Director
Major Healthcare Provider*



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