ESG Command Center
Strategize, manage, govern, and report across your enterprise

According to IDC research, 81% of CEOs agree or strongly agree that digital investments are going to drive their ability to meet ESG goals (source: IDC’s CEO Survey, 2022). However, they need help. According to IDC’s March 2022 Global Sustainability Survey, organizations found the most critical operational challenges when attempting to become a sustainable business were:

- Lack of sustainability expertise and capabilities within the organization
- Lack of predictive technologies
- Lack of actionable insights
- Lack of granular data

The ServiceNow ESG Command Center
ServiceNow can fill this gap to help you achieve the environmental, social, and governance (ESG) impact and business value your stakeholders expect. ServiceNow® ESG Management (ESGM) works with ServiceNow Strategic Portfolio Management and ServiceNow Integrated Risk Management as an enterprise-wide strategy, planning, governance, and reporting solution for ESG.

Every organization is somewhere on the ongoing journey to become more sustainable, equitable, and ethical. The ServiceNow solution lays down an end-to-end operational foundation. It offers “crawl, walk, run” modularity so you can move at your pace to align your strategy with execution and overall financial and corporate decision-making and governance, including audit and risk management.

Solution Level: ESG Command Center Applications

ESG Management
- Align goals and targets with material topics
- Collect ESG data from data owners and other systems
- Generate audit-ready ESG disclosures

Strategic Portfolio Management
- Build programs to align company activity with stated ESG objectives
- Track project plans and progress
- Manage staff resourcing and budget-to-actual spend

Integrated Risk Management
- Support ESG program audits
- Implement policies to operationalize ESG
- Monitor compliance with related controls
- Assess and monitor climate-related risks

Prioritize ESG investment and support governance, disclosures, and long-term impact and value.

Challenges
- Unclear path to achieving ESG goals
- Poor executive visibility
- Fragmented, unreliable data
- Inefficient and costly ESG reporting
- Difficulty demonstrating ROI of ESG initiatives

Modular Solution
- ServiceNow ESG Management
- ServiceNow Strategic Portfolio Management
- ServiceNow Integrated Risk Management (IRM/GRC)

Benefits
- Comprehensive visibility across ESG program
- Streamlined, investor-grade reporting and disclosures
- Integration of ESG activities into corporate and financial planning processes
- Consistent, efficient processes improve speed and scale
- Support for expanding scope and regulations
- More ethical, transparent, and secure business practices

Outcomes
- Convert your ESG vision and goals into meaningful action
- Enhance reputation and trust
- Create long-term value and impact
Streamline disclosures and reporting
Sustainability teams and ESG program managers will appreciate the support for collecting auditable data and delivering disclosures against key frameworks like GRI and SASB, plus on-demand visibility into status of projects. It’s easier, faster, and more repeatable than today’s mostly manual steps, meaning these precious experts can spend more time advancing their companies’ ESG performance and innovating.

Align strategy with execution
Operational leaders like the way our ecosystem-wide platform helps them: prioritize and plan ESG work to align with materiality and goals; achieve visibility into status and costs; manage ESG-based risks to improve resilience; and improve performance. Their inner skeptics and their Boards value the access to and credibility of the data supporting decisions and disclosures.

Manage ESG risks as part of GRC
Risk leaders recognize ESG’s increasing impact on their governance, risk and compliance postures and want to proactively include ESG in their programs.

They like how ServiceNow helps them formalize ESG policies and governance practices, continuously monitor and audit key metrics and controls, and integrate ESG into a robust risk management program across the enterprise and third parties.

Use technology to accelerate impact
IT leaders are in a strong position to help accelerate ESG impact on a unified technology foundation, in addition to security, privacy, and sustainable IT.

They see adoption of the ESG Command Center solution as an important way for IT to enable enterprise- and ecosystem-wide ESG activities. The unified, single data model architecture helps them enable line-of-business ESG teams while integrating with the IT platform, risk and regulatory processes, and policies that already support their businesses.

Activate ESG across your enterprise
Together, we can make the world work better for everyone. Contact your sales team or platform champion to move forward.

servicenow.com/esgsolutions

“Connecting people, processes, and systems across the complex ESG landscape helps align investments, empower decision-making, and streamline delivery, enabling organizations to better serve all stakeholders and create meaningful, sustainable change.”

1 ServiceNow Global Impact Report 2022

Identify Material Topics [ESG]
Set Goals, Targets, & Key Metrics [ESG]
Plan Initiatives and Execute Projects [ESG, PPM]
Establish ESG Policies & Governance [ESG, IRM]
Audit ESG Program [ESG, IRM]
Integrate and Manage ESG Risks [ESG, IRM]
Measure Performance for Key Metrics [ESG]
Publish Disclosures [ESG]

Esg Applications
External Data Sources
Manufacturing
IT
Public Cloud
Customer Service
HR
Finance

© 2022 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated. SN_ESG Command Center_Solution Brief_08182022

servicenow.com