ServiceNow
Capabilities and Offerings

About ServiceNow

ServiceNow is a cloud-based workflow and automation system that can address a myriad of IT and mission needs and capabilities. ServiceNow is used to support functions that include Business Process Management, Case Management, Enterprise Service Management, and IT Operations and Support. Accenture’s ServiceNow offerings leverage this dynamic and powerful technology platform to provide value-added solutions to clients with high velocity at competitive cost.

Thought Leadership & Experience set Accenture Apart

- Dedicated ServiceNow Delivery Centers in India, the Philippines and San Antonio, TX
- Leader in using Agile development methods to quickly deploy scalable ServiceNow-based solutions
- Hybrid cloud to on-premise delivery model
- Pre-defined training, process guides, and delivery artifacts speed transition of clients to ServiceNow solutions
- Implementation accelerators to quickly capture organizational data and configuration information
- More than 350 experienced and trained ServiceNow Practitioners
IT Transformation
Large, transformative work changing the way IT organizations operate. Includes people, process, organization, operating model, and tool transformation.

ServiceNow Systems Integration
Delivery and implementation of ServiceNow capabilities across the enterprise.

On-Premise Deployments
Deployment of ServiceNow within a client’s data centers. Includes hybrid cloud to on-premise delivery models.

ServiceNow Business Case Assessment
Rapid and objective-based analysis that delivers a business case presenting the costs and benefits associated with migrating from legacy solutions to ServiceNow. The evaluation is designed to provide objective data and net present value (NPV) results for a 5 year period.

Rapid ITSM
Delivery of pre-fabricated IT Service Management processes and capabilities based on ITIL® and Accenture proven-practices.

Platform Development
Development of custom applications and solutions by exploiting native ServiceNow capabilities and the CreateNOW platform.

ServiceNow as a Managed Service
Accenture offers ServiceNow as a Managed Service thru its own multi-tenant instance and via client-dedicated instances.

Enterprise Service Management Offerings
Use of ServiceNow to automate and align business service work flow across the organization in support of the core mission.

About Accenture
Accenture is a global management consulting, technology services and outsourcing company, with more than 305,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.

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