Enterprise Service Management

Transform your customer service, enhance your employee experience, and embrace a powered back office performance.

With the speed of business so fast and customer and employee expectations of service now so high, organisations need to take steps to increase both employee and customer satisfaction.

To do this, they need to dramatically improve the efficiency and integration of services, processes and workflows, and ensure they have the right technology platform to support this transformation.
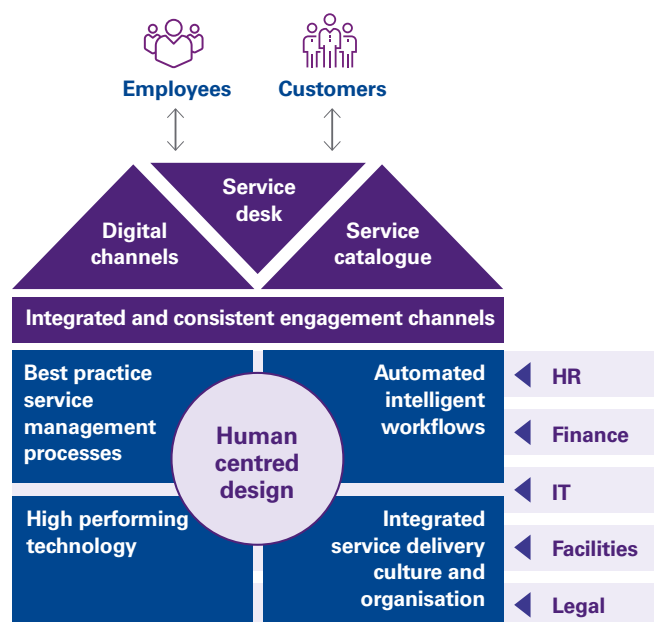
A step beyond IT Service Management, KPMG's Enterprise Service Management (ESM) is designed to help organisations of all sizes address these challenges.

	Current state	The benefits of ESM
▶ **Satisfaction**	Employees and customers confused with how to service their needs and frustrated at the time it takes to get things done. Things seem much harder than they need to be.	Increased employee and customer satisfaction through a highly accessible "one-stop-shop" for all requests supported by automated workflows which significantly improve turnaround times.
▶ **Speed**	Slow and unstructured responses to employee requests across IT, HR, Finance and Corporate Services. Employee engagement mechanisms are "old school" and not aligned to those received outside of the organisation.	Increased operational visibility, control and responsiveness through a company wide ESM strategy and platform enabling modern and integrated request channels, workflows and metrics across multiple business units.
▶ **Cost**	There is a need to modernise antiquated and inefficient semi-automated processes combined with the need to do more with less while improving employee and customer experience.	Reduced overheads commonly associated with department to department interactions through standardisation, streamlined processes supported by high levels of automation.
▶ **Control**	Loose control over internal policies and processes and transparency of compliance. Increases cost and increases risk.	Improved operational control through standardised request types and channels as well as structured queue / ticket management processes which enable requests to be effectively prioritised.
▶ **Risk**	The need to improve, formalise, automate and integrate risk management across the organisation to ensure service is protected. Levels of risk are often not understood, are above the organisation's appetite and likely to be impacting service performance and experience.	Continuous monitoring, reporting, prioritisation and automation of risk and security controls which ensures the rapid identification and reporting of risks.

Five steps
to ESM success

A successful ESM transformation focuses on people, processes and technology, featuring:

1 A human-centred/design thinking mindset to ESM design and operations

2 A clear defined set of services across the enterprise which are easy to consume on demand

3 Implementation of best practice service management ways or working

4 An existing or new ESM technology platform to build intelligent 'back office' workflows which join-up previously manual or disjointed processes

5 A breakdown of enterprise siloes through increased integration of ESM related roles and teams.

Employees **Customers**

Service desk

Digital channels **Service catalogue**

Integrated and consistent engagement channels

Best practice service management processes

Human centred design

Automated intelligent workflows

High performing technology

Integrated service delivery culture and organisation

◄ **HR**
◄ **Finance**
◄ **IT**
◄ **Facilities**
◄ **Legal**

Powered by ServiceNow

KPMG's ESM approach takes our ESM experience onto the ServiceNow platform.

ServiceNow implementation and support services are at the heart of our ESM practice, and we have over 250 ServiceNow professionals. We implement ServiceNow within IT, and integrate it across HR, risk and facilities.

From rapid platform health checks through to major implementation programmes, we have the skills and experience to help all organisations use ServiceNow to achieve their desired ESM outcomes.

500+
Experienced Service Management and Integration experts

250+
ServiceNow professionals

100+
Offshore ServiceNow developers and support engineers

100+
OCM professionals experienced in Enterprise Service Management

Progress can be swift with the right roadmap and focus on quick wins

KPMG assists organisations progress through four stages of ESM maturity.

1 Lay the foundations with ITSM

- Align your IT Service Management operations to a best practice aligned ITSM operating model
- Standardise, streamline and automate key process across managing demand / requests and incidents across IT
- Make IT services increasingly consumable by defining a service catalogue supported by human centred designed channels and workflow
- Update ITSM tooling to enable your new ways of working

2 Extend and Standardise

- Evolve your ITSM capabilities to support selected elements of other back office departments (e.g. HR, Facilities and Finance)
- Standardise different engagement channels and processes
- Simplify the end-to-end processes for enterprise services
- Light touch metrics and KPIs
- Minimise the manual activities and workarounds
- Roles and responsibilities are executed aligned to historic design with some minor changes

3 Streamline

- Single employee interface for all enterprise service requests (one stop shop)
- Simplification of the process and high degree of automation
- Intelligent rules to allow pre-approvals and auto-approvals
- Consolidate the number of systems of engagement
- Allow manual workarounds only for exceptions
- Roles and responsibilities clear defined and streamlined

4 Seamless

- Selected information, request and incident channels exposed to external customers, citizens and students
- Mobile friendly access to all high demand services
- Seamless integration of the data sources
- Automated reporting and dashboards
- Integrated ESM roles are common place and well understood

Today	8 months	12 months	16 months	20 months

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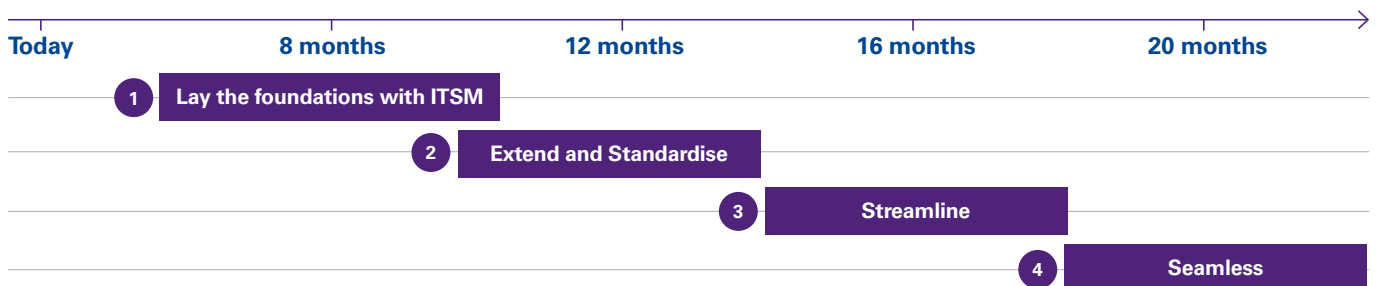
A successful partnership

KPMG has vast experience in helping organisations transform employee and customer services, and with putting the employee and customer experience at the centre of every step.

KPMG focuses on:

Building a strong relationship underpinned by a proven track record of delivery

A deep understanding of your vision and sharing the right insights to support the journey

Knowing the right delivery and governance approach for your organisation

Drawing on our proven track record and experience form successful ServiceNow ESM implementation projects.

Contact us

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