accenture

SERVICENOW DEMO VIDEO
VIDEO TRANSCRIPT

[00:00:04] Accenture recently released two mobile apps built on the service now platform today across Accenture, where about 50 percent mobile enable across our employee base with a goal to increase that adoption over time. And in order to do that, it becomes really important to have mobile experiences available for your services across the enterprise and extensive support on service. NOW is one of them. One of the things I really love about the apps that we deploy is that we're able to brand them to reflect the look and feel of our company, as well as the sites that we've built on service. NOW, the first app we deployed is support through this app.

[00:00:41] Employees can check the status of their current cases and interact with agents on cases that they have open.

[00:00:49] As an employee myself, I find it really valuable to have this information at my fingertips as I balance work and home life.

[00:00:57] One of the features that I probably use the most on this app are approvals. I love be able to see all my approvals in one place and quickly provide approvals on employee requested services. Given that the world runs on technology, we still see the highest volume of transactions being for technology support. The experience on the app is quick and simple. I especially find it useful when I can't log into my computer. In addition to technology issues that require an incident to be logged. Certain technology issues require in-person resolution. So with that, I can put myself in a queue to visit one of our technology lounges and be notified when my local tech support resource is ready to provide service, which I find a lot more useful than waiting in line. And last but not least, in the support app. In addition to technology support, I can also get help from H.R.. To answer my H.R. related questions. So with that, we're providing employees with multiple ways to engage with our teams, especially as we continue to navigate through unexplored territory.

[00:02:08] So with that, we release our second app called FULFILL. We initially targeted this app to asset managers to manage a full lifecycle of assets directly from their mobile devices, eliminating the need for other equipment such as barcode scanners. So today, asset managers can deploy assets, track their movement and also conduct physical audits. And this is all integrated with our enterprise platforms for functions such as procurement and asset accounting, which we do in SAP. With so many of our employees working from home and eventually returning to offices, we've had many assets that have not traditionally left Accenture offices that we need to introduce back into our facilities. And this app makes that whole process a lot easier.

[00:02:56] So the timing of the release of this solution was really beneficial, which we went live with in late February.

[00:03:03] The initial feedback from our asset managers has been great. And so we're planning to make this fulfill app available to all users at the end of next month so that they can engage on all support related activities. And so with these apps, we've given employees, and requestors, an additional medium to engage and wait to be productive. We're really excited to see the full potential of these applications as we continue to extend them, and especially once we're back on the go.