

Pre-Packaged Update Sets EXCELerators



High performance. Delivered.

Accenture's EXCELerators help organizations quickly achieve their goals in many key areas of IT Service Management. These pre-packaged, best practice update sets give you a near turn-key approach to ITIL process adoption, while reducing the cost and time of implementation. Accenture makes transitioning to ServiceNow something you can do in weeks, not months, helping your IT organization reach a more efficient state and helping you make an immediate impact.

Built from our experience with over 3,100 ServiceNow projects, Accenture's EXCELerators require minimal to no configuration and almost immediately align your company to ITIL best practices or application-specific functionality. Our tools will equip you with insightful metrics, key performance indicators, workflow, notifications and form & field configurations. Our EXCELerators clearly lay out roles, responsibilities and policies.

Incident EXCELerator

We help you reduce the complexity often associated with event and incident resolution and increase your process maturity with added incident management process functionality. Best practice Major Incident handling and communications, state values, misroute, incident reopen and first call resolution metrics and best practice KPI's are also included.

Change EXCELerator

Our workflow classifies activities around level of approval and the risk associated with change. Additionally, it helps streamline change management with minimal to no configuration and introduces an ITIL-aligned best practice workflow for Normal, Standard and Emergency changes as well as best practice KPIs.

Problem Management EXCELerator

An off-the-shelf approach to Problem Management that addresses reactive Problem Management, proactive Problem Management and Root Cause Analysis of Major Incidents, including automation and administrator-defined thresholds for the automated opening of Problems from Incidents.

Configuration EXCEerator

With updates to over 30 Configuration Item forms to include best practice fields and remove non-applicable legacy fields, we optimize verification and audit workflows to ensure your Configuration Management Database (CMDB) remains accurate and current, preventing errors and streamlining resolution time.

Service Request EXCEerator

We've assembled a library of 30+ of the most common requests IT teams support. These pre-configured Service Catalog Items reduce time to adoption and allow you to provide an easy-to-use, self-service interface for users to submit requests. "Power User" configuration enables your Service Owners to manage their own fulfillment tasks, further reducing the burden on the Service Desk.

Service Catalog EXCEerator

Help your users better understand the services available to them by enabling them to browse your catalog of Business Services from the self-service portal. You can also automatically list your best-practice service definitions with a review and approval workflow to simplify your IT requests and use resources more effectively.

CMS EXCEerator

The Content Management System (CMS) is a ServiceNow application that allows organizations to create a custom interface in the ServiceNow platform. We streamline the process and effort of designing, implementing and maintaining a CMS, giving you the ability to establish brand parity with your company's web presence.

Knowledge EXCEerator

The Knowledge Management application allows organizations to effectively communicate and retain ownership of intellectual property. We added additional value to this process with a more robust workflow and additional fields that ensure complete and correct documentation. When an article is needed to help resolve an issue or understand an internal SOP, the ability to seamlessly attach knowledge articles to an incident, problem or change will ultimately help reduce the time to resolve and/or reduce calls to the service desk.

Discovery EXCEerator

Accenture's additional enhancements and improvements to an out-of-the-box Discovery implementation help to further optimize identifying Configuration Items in the application. Additional functionality includes a Port Dashboard to help quickly identify and report on port problems and CI Forensics to aid in tracking down CIs that exist on the network.

Integration EXCEerator

The Accenture Integration EXCEerator allows you to easily and efficiently create inbound and outbound web service integrations. Ideally suited for companies with sub-brands and/or sub-instances that all work within different platforms, the EXCEerator provides teams with templated integrations that allow users outside of the ServiceNow instance to integrate into ServiceNow from their existing systems. As these templates require minimal coding, the EXCEerator reduces time to integration for any inbound or outbound web service from months to hours.

About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.