ServiceNow Capabilities and Offerings
Digital Disruption

Today’s Digital revolution is driving government agencies to rethink the way they engage with their constituents. In order to deliver an integrated, mobile, interactive citizen experience, government executives are turning to technology solutions to modernize their internal and external digital capabilities. ServiceNow is powering this change.

About ServiceNow

ServiceNow is a Federal cloud-based application development platform, providing the building blocks that allow Government agencies to quickly assemble and deploy solutions to their most common and complex business needs. Capabilities include mobility, digital enablement, business process and workflow automation, business support services, reporting and analytics, and much more.

Accenture’s ServiceNow Offerings

Accenture can deploy ServiceNow solutions in as little as 3-5 days, responding to immediate business needs. Our approach to delivering fit-for-purpose solutions uses an agile development method allowing clients to realize the power and benefits of "on-demand solutions." In addition to fast and dynamic solution delivery, Accenture has also proven savings of up to 75% in the first year when customers chose to utilize ServiceNow-based solutions versus legacy technologies.

Accenture has been named the ServiceNow Federal System Integrator of the Year
High Performance. Delivered.

$150 MILLION
in cost savings delivered by modernizing applications using ServiceNow

47% REDUCTION
in delivery time using proprietary Accenture Delivery Methodologies for ServiceNow

26 UNIQUE APPLICATIONS
developed using ServiceNow in just 24 months for a single client

75% COST SAVINGS
in year 1 by moving from legacy solutions to ServiceNow

120+ BUSINESS SERVICES
delivered using ServiceNow for a single client

800+ PRACTITIONERS
dedicated to creating ServiceNow solutions across the globe
HR Service Center
A complementary solution to legacy HR systems of record, the HR Service Center provides a single front door for all stakeholders to request HR services, and a centralized system for HR employees to manage those requests using automated and leading practices for HR Service Management.

Clearance Management
Efficient background investigation workflow automation that provides transparency into the status of each case; coordination with Government sponsors, investigators, and candidates; and maintaining a secure, centralized personnel investigation file for each candidate.

Financial Services Center
A complementary solution to legacy Enterprise Resource Planning (ERP) systems, the Financial Services Center provides a digital front door for all stakeholders to submit, track, and manage financial service requests and the associated tasks. The Financial Services Center solution presents users with a modern, intuitive self-service capability, while the burden of email requests and labor-intensive ERP queries are reduced.

Correspondence Management
Capture and track inbound and outbound communications effectively, and provide the capability to report meaningful data around constituent inquiries, subject matter, demand, response times, and service provided.
Business Service Management

The black hole of email, spreadsheets, phone calls, and other unstructured processes stifle productivity. Business Service Management delivers a single, personalized system-of-engagement that allows employees to easily request, track, and manage the service requests between business groups.

Case Management

Moving from disparate processes, forms, and data sources to a consolidated digital file, the Case Management solution manages and automates case work. Alerts and notifications trigger case tasks, and all activities are tracked and managed through a central dashboard. The solution includes analytics and reporting, service level monitoring and escalation, and self-service client portal capabilities.

Supply Chain Management

Automate manual processes and centralize information and activities into a single system-of-record that tracks the lifecycle of goods and services in the organization. The solution easily integrates with other key data sources such as Point of Sale (POS) and inventory management systems.

Disaster Response & Event Management

The Disaster Response and Event Management solution provides a coordinated and centralized response approach using capabilities such as mobility, social media monitoring and integration, resource tasking, and central reporting and management views to provide a coordinated response to any disaster. Replace legacy “red binders” and be prepared to respond consistently and appropriately to any abnormal operation.

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Public Service Portal

Offers an intuitive user experience for a web-based service request portal, supporting interactions between constituents and the Government.

eForms

Improve business operations across your enterprise by digitizing and automating forms and the associated reviews, approvals, actions, and archival. Gain benefits from a single system-of-record, digital signatures, and the associated analytics and reporting to measure key business functions such as throughput and response times.

Custom Application Development

Rapidly build and deliver custom applications using ServiceNow’s cloud-based application development platform. Leveraging pre-configured building blocks and iterative, agile development processes, legacy applications and homegrown solutions can be modernized to fit-for-purpose, cost efficient, digital solutions in a matter of days and weeks.

Contact Center Management

Constituents request services via phone, web, e-mail, fax, or mobile device while you manage the entire lifecycle in an easy-to-use, configurable and scalable application. Consolidate multiple channels for communication into one system of record, synchronizing internal and external stakeholders in order to better respond to requests.

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Service Desk & IT Service and Support Management

The Service Desk and IT Service and Support Management (ITSSM) solution offers capabilities that include Request, Incident, Problem, Knowledge, Change, Configuration, Asset, and Release Management. The solutions are scalable, based on ITIL®, and can be deployed in as quickly as 5 days. These solutions are available via traditional systems integration, a managed service, or Service Desk-as-a-Service.

Cloud Management

An easy-to-use, quick-to-deploy solution to manage the requests, approvals, and automated provisioning of cloud services in both public and private infrastructure, while monitoring usage, access, and governance.

IT Service Integration

Service Integration brings together disparate service providers and multiple service support tools into a single system-of-record. The result is a unified, transparent, single view of operational health.

IT Operations

The IT Operations solution includes core IT Service and Support services; infrastructure and service discovery; IT orchestration and automation; demand and project management; governance, risk, and control; and key management analytics. The IT Operations solutions include configurations that come from years of experience in technology and infrastructure operations, and can be quickly scaled and configured for organizations of all sizes and types.
About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 358,000 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$31.0 billion for the fiscal year ended Aug. 31, 2015. Its home page is www.accenture.com.

About Accenture Federal Services

Accenture Federal Services is a U.S. company, with offices in Arlington, Va., and is a wholly owned subsidiary of Accenture LLP. Accenture’s federal business serves nearly every cabinet-level department and 20 of the largest federal organizations with clients at defense, intelligence, public safety and civilian agencies.