



SERVICE NOW

CIO 24/7 Podcast:
Accenture innovates service
management using ServiceNow

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Chris Crawford: Welcome to the CIO 24/7 Podcast bringing you the latest updates from Accenture's internal IT organization. I am your host, Chris Crawford. Today, I have Tom Parisi, Accenture's IT Managing Director for our Service Now transformation. He is with me to talk about how we are innovating service management for employees using service now. Thanks for joining me, Tom.

Tom Parisi: It is a pleasure to join today, Chris, thank you.

Chris Crawford: Hey, uh, why don't you talk, talk me through, what is the drive for our Service Now transformation and how are we, how are we using it, if you could include a few details maybe.

Tom Parisi: Sure, yeah, there is a neat balance between a tactical driver of what really led us to Service Now and what, as well as some opportunistic innovations that we've added on top of all of our original scope. Let me start with how we first started. First, we wanted to modernize and enhance our IT service management capabilities. They had been on a previously on site hosted platform that we were having a difficulty upgrading and extending. So, we went out and looked at the market to find capabilities that would align with our broader IT strategies including a focus on platforms, Cloudification and the ability to really leverage vendor capabilities as they get added to the tool. And that led us to Service Now. We felt its capabilities aligned well with what we were trying to do tactically but we also felt its broader platform as a service capabilities and robust underpinning would enable us to tackle several strategic opportunities as we moved along the journey.

Chris Crawford: That's interesting. Tell me the, you said several strategic opportunities. You want to share a couple of those?

Tom Parisi: Yeah, certainly. So, as with many other capabilities, we partnered with our go to market portion of Accenture to understand what they were seeing in the industry, what the best practices were and how to really approach some of the transformations. So, it was a neat balance between our internal IT shop and our go to market business. And what we were seeing was beyond the core ITSM capabilities that make Service Now so attractive. There were lots of opportunities to really tackle the multiplatform economy. So, I'll start with the ITSM capabilities. We, as I mentioned, were looking to replace legacy capabilities. We had a fairly long journey to do that. It took us about 12 months from beginning to end to really migrate those core capabilities to the new platform. Sun set several legacy instances and basically settle on a single instance for all of Accenture. But we also wanted to begin some of the transformation opportunities during that phase. And so, what we did, is we tackled different parts of the business that were also right for reinvention. And we found many opportunities where the capabilities within Service Now could be applied to other parts of our business, like the legal department, marketing, HR, maybe even some of our technology provisioning services.

Chris Crawford: So, we are using the same service to request legal services from our legal department as we are a new server, from our infrastructure group?

Tom Parisi: Yeah, that's really the path we are headed down, exactly. So, we have some of those capabilities in place across multiple departments, other we have coming together. And where you see some neat opportunities start to parlay out of that is the ability to approach the human experience aspect of technology.

Chris Crawford: Yeah.

Tom Parisi: Yeah, so you know this is an employee, right, we right now are asked to go to a whole bunch of different destinations to get function specific information. So, we go to one site in order to get our information around HR. Another to get our site, our information around Finance, etc. And when you start to put those different types of requests into the same tool, now you can really present to the employee, here's all the requests that you are waiting on from, by the corporate beast, as they say. So, you have the ability to see your leave of absence approvals, your career counselor changes, invoices you need to approve, forecasts that have to be submitted, technology exceptions you're waiting for an approval on, etc. All becomes a single type of experience rather than a whole bunch of disconnected transactions.

Chris Crawford: Well, I really like that idea of, you know, a system managing the coordination between the steps rather than me as an employee having to go to multiple systems to do that, you know, do that myself. Just because, you know, these are the kind of things, you know, a leave of absence or a new joiner that you do very infrequently and you end up with the same kind of, overcoming the same kind of hurdles that you're, you're positive hundreds before you have also figured out and it is just not encapsulated there. So, I love that, that's a great story, Tom.

Tom Parisi: Yeah, we found a couple of ways to address that. One is like you said, hey what's that single site you can go to for all your support but what's even more exciting are some opportunities we're finding around how to really transform different processes that hit a whole bunch of departments. So, moving beyond the core kind of request, incident, change, problem scope and into the broader, as I said, experience phase. So, for example, being able to take all these different departments that have to be represented in a given process like a leave of absence, and say, why don't you all come together via single interface and present yourself to the end user that way rather than make them find you in all these different corners. So, it is actually pretty exciting that we are not just aggregating the different support requests together, we're now actually connecting different capabilities together to form a cohesive end to end process that the end user can experience in a way that they would want to and in a way that they more often to in a consumer type environment.

Chris Crawford: Sure, so it sounds like a much more user centric view rather than a department centric approach. And I assume the expansion of those user centric processes is what's coming next. Anything else you want to highlight, you know, as a final question here as, on the journey?

Tom Parisi: Yeah, as I mentioned, we, we, we started with some goals in mind. You know, we knew we were going to move ITSM. We knew we were going to find some other opportunities along the way. What we are also finding promising is as we look forward, different capabilities available with the Service Now platform that are going to fit well into our IT profile. So, for example, things like integrating security operations or how we manage our investment spend and our overall portfolio management within IT are different opportunities that we will look at. The Service Now platform is growing on that front. We know that with our goal to be platform based and Cloudified across our overall technologies that there's a potential synergy there that we are excited to understand more about and see if there's a good fit for us moving forward.

Chris Crawford: Sounds exciting, Tom. Thanks a lot. Appreciate your time today.

Tom Parisi: You're welcome. Great to be here.

Chris Crawford: Alright, hey and thank you for listening to another CIO 24/7 Podcast. I'm Chris Crawford and with me today was Accenture Managing Director Tom Parisi reviewing Accenture's Service Now journey. Be sure to check out our previous episodes on Accenture.com and join us again in the future for more editions of CIO 24/7.

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