



SERVICENOW ACCENTURE CUSTOMER VIDEO TRANSCRIPT

Andrew Wilson

00:02 Accenture exists to drive transformational digital change into clients all over the world. We operate in 75% of the global 500 Fortune companies, helping them embrace all of these new technologies.

00:19 Experience today is mission critical. It's a core part of why a customer wants to engage with your brand.

Tom Parisi

00:30 The response to the Experience initiative at Accenture has been phenomenal. People really do see the pivot from corporate-focused design to employee-focused design. Often what happens at enterprises is they design around the corporate function needs. Experience pivots that focus to the employee.

Karen Odegaard

00:48 We have our Accenture Portal, which we call which we call Accenture Support, and it's a single destination for you to get service and support for anything at Accenture. Now we can provide an end to end connected experience, hiding the complexity of our organization for our employees.

Tom Parisi

01 1:02 Leveraging the ServiceNow platform, as our system of experience for business services, is really helping us to wow the employee.

Andrew Wilson

01:12 The way in which we communicate has changed, The way in which we deliver and provide services has changed, So cracking the code of digital transformation is a mind set shift. It's an ability to practitioner with these modern technologies and delivering things in a modern agile way with a characteristic of fun as well.

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