

Increase Employee Productivity and Satisfaction with Consumer-Grade Service Management Solutions

KAREN ODEGAARD
SENIOR MANAGER
Accenture

TRACI STEWART
SENIOR MANAGER
Accenture

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Agenda

Accenture's Services Transformation Journey

ServiceNow's Role in Transformation

~~Accenture's ServiceNow Journey~~

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Speaker Introduction



Name: Karen Odegaard

Title: Senior Manager, Accenture Operations

Function: ServiceNow Platform Strategy Lead

Company: Accenture

Experience: 6 years on ServiceNow platform; 10+ years leading IT service management (ITSM) implementations

Expertise: Solution design, application development, capability road map, ITSM

Achievements: Led Accenture's migration from multiple service management tools to a single ServiceNow solution and drove Accenture's consumerization of IT approach

Current Projects: ServiceNow transformation at Accenture, ServiceNow strategy at multinational manufacturing company, Cloud Account Lead at an energy client

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Speaker Introduction



Name: Traci Stewart

Title: Senior Manager, Accenture Internal IT

Function: Business Operations Lead

Company: Accenture

Experience: 20 years in IT

Expertise: Program and project management, IT service management, business operations

Achievements: Developed governance and operational model to drive and enable the ServiceNow vision and strategy for Accenture

Current Projects: ServiceNow program management and governance across the corporate enterprise, IT business management assessment

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Our Company



Name: Accenture

Industry: Professional services

Market Focus: Serving clients in more than 120 countries and across 40 industries and all business functions

Company's Primary Products/Solutions

- Strategy
- Consulting
- Digital
- Technology
- Operations

Company-Wide Initiatives

- Invest in capabilities to enhance our differentiation in key growth areas
- Focus on operational excellence to enhance our competitiveness
- Invest in talent to ensure we have specialized skills our clients need

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Objectives and What You Will Learn

Objectives

- Share how Accenture evolved to an employee-centered service strategy

What you will learn

- How to present enterprise services in a unified, personalized, intuitive way
- How to digitally connect cross-organizational services from an employee's point of view
- How Service Portal capabilities accelerate implementation of your employee experience

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Accenture Services Landscape

400K+
End Users

13K+
Fulfillers

120
Countries

6 Corporate Functions

Finance

Legal

HR

Marketing

IT

Operations

10K+
Services

7K+
Applications

40+ Integrating Systems & Platforms

servicenow

accenture

salesforce

SAP HANA

IBM Rational software

(x) matters

FLEXERA SOFTWARE

SAP SuccessFactors

zenoss Own IT.

Microsoft System Center

Qlik

SAP Ariba

prognosis

perspectium

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Market and Workforce Imperatives

Accenture recognized several trends in the global marketplace and workforce that required us to change how we think about IT business solutions.



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Strategic Goals for ServiceNow

Accenture saw an opportunity to leverage ServiceNow to meet its digital and employee experience goals, capitalizing on the solution's functionality, architecture and Platform-as-a-Service (PaaS) strengths.



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"If you change the way you look at things,
the things you look at change."

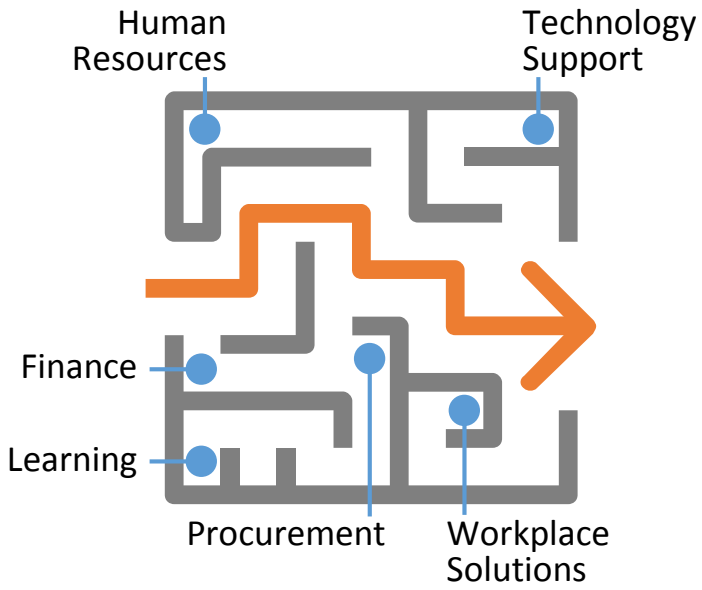
Dr. Wayne Dyer

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Employee Experience Transformation

Accenture began its employee experience transformation by consolidating entry to multiple corporate function services and systems of record via a centralized interface, “Accenture Support.”

From
How corporate services are organized



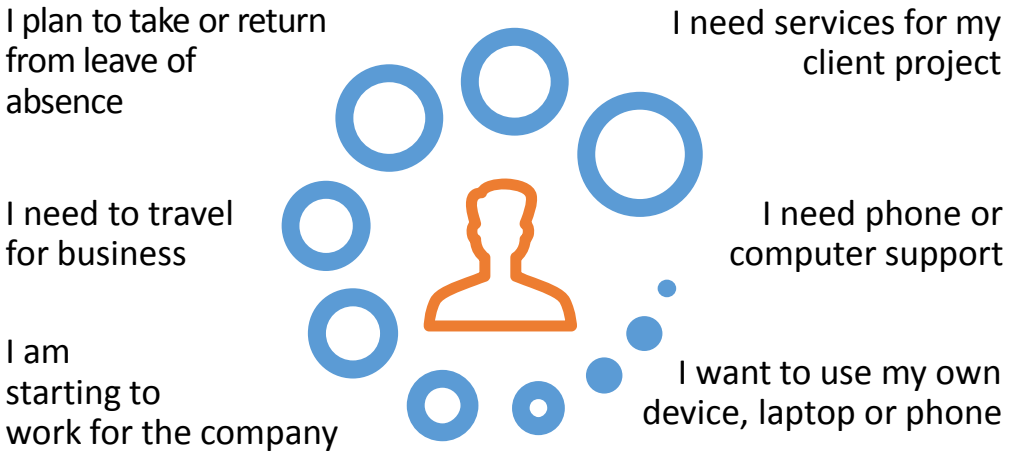
Opaque, passive, disjointed, transactional

Personal and Relevant

Intuitive

Accessible on Demand

To
How people expect services to be delivered

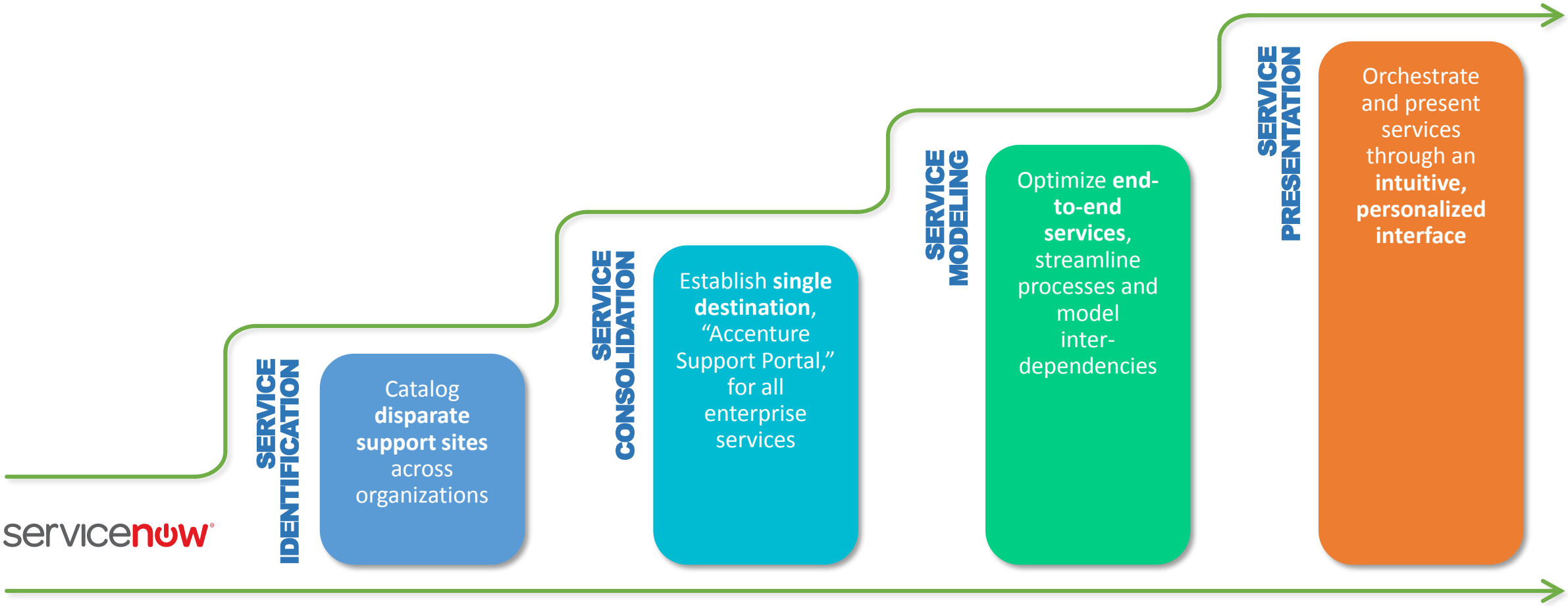


Transparent, proactive, integrated, human

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Employee Experience Transformation

Accenture leverages ServiceNow to digitally break down organization siloes, simplify end-to-end services, and provide seamless navigation for the employee.



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Increasing Adoption with Improved Design

Accenture uses Service Portal to overcome legacy limitation barriers.

Common Employee Feedback

"This looks like an IT tool."
"This looks like a ticketing system."
"I want a particular look and feel for my forms."
"I heard it will take months to meet my UI requirements."



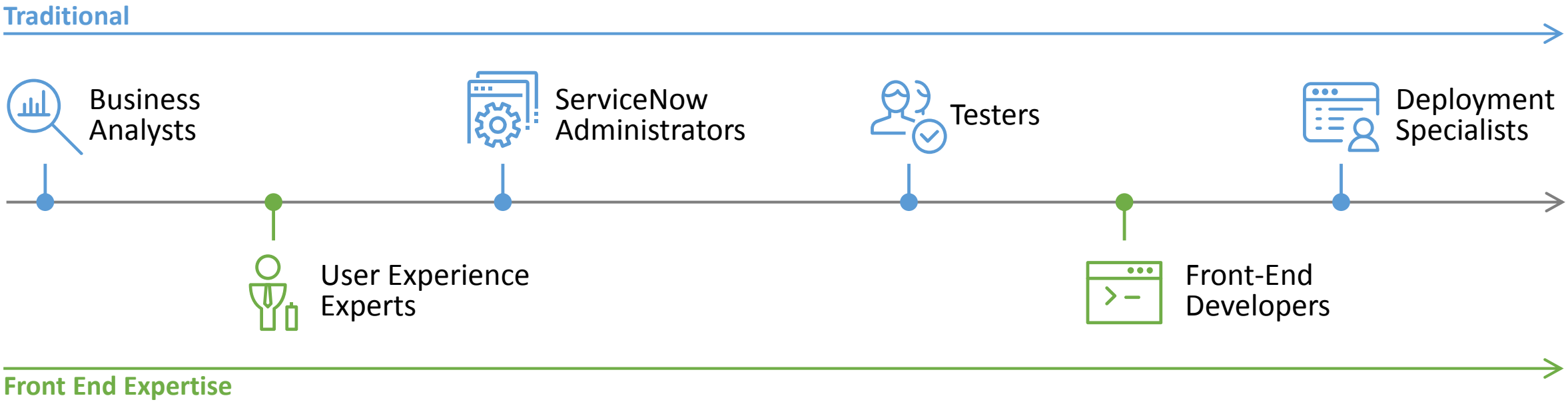
Human Resources
Procurement
Finance

- With Service Portal, limitations with UI flexibility are virtually obsolete
- Unique and in-demand skills are required to deliver a consumer-grade experience in Service Portal

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Skills to Achieve Success

Accenture draws on resources with the right skills to execute and bring our employee experience vision to life.



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Custom Development in Service Portal

Accenture finds that custom development opens up possibilities on ServiceNow.

Advantages of User Experience Values

- Disruptive innovation; thinking outside the boundaries of existing frameworks
- High quality visual design of solutions that delicately meet the competing needs of both end users and stakeholders
- Usability efficiency gains
- Intuitive designs requiring little to no training

Advantages of Angular JS for Service Portal Custom Development

- PaaS benefits such as built-in authentication
- Multiple reusable REST APIs for tables, carts etc.
- Support for microservices architecture
- Server side scripting to improve performance

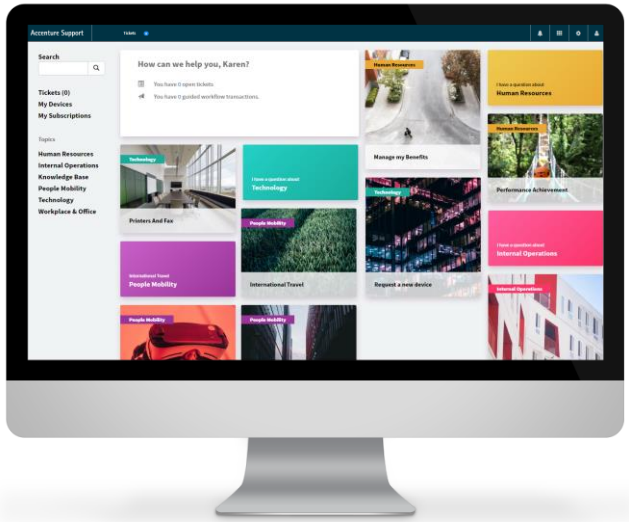


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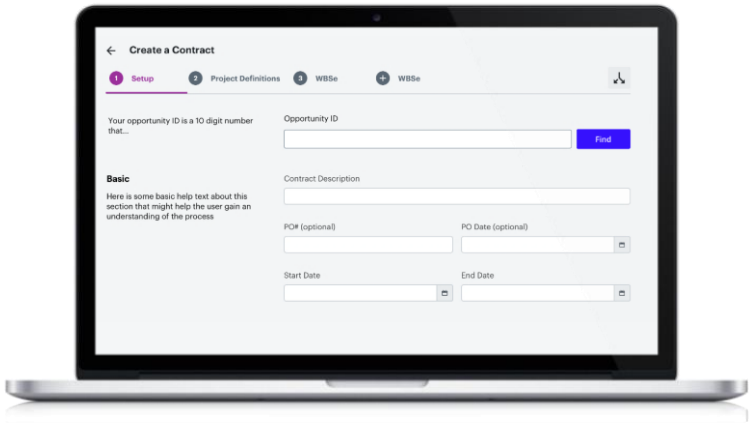
Service Portal Use

Accenture utilizes Service Portal to meet custom design needs.

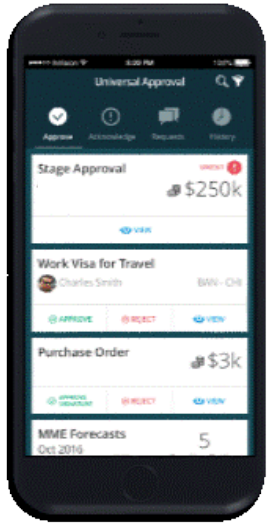
Portals



Forms



Responsive Apps



AT SPEED Angular Dynamic Widgetized

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Service Portal: Self-Service Evolution

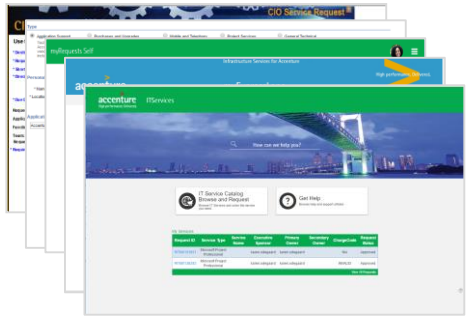
Accenture is making the leap from organizational-driven to employee-driven design.

Local IT
Enterprise IT
Software

Hardware
HR
Finance

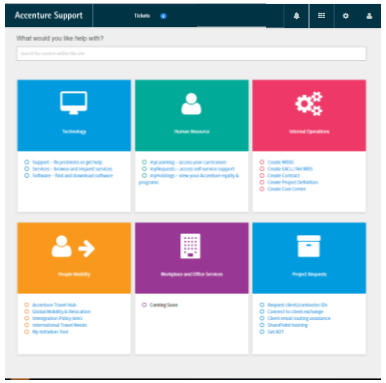
Procurement
Relocation
Services….

Multiple disparate tools

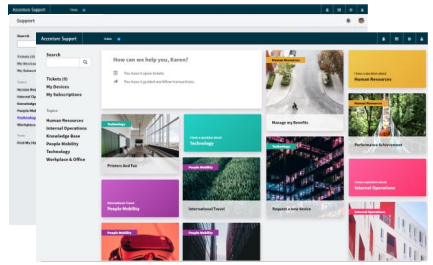


…to consolidation and embedment…

Central support hub for all corporate services



…to an evolved experience



Key design themes

Branding
Personalization
Discovery
Collaboration

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Top Takeaways

1. Incorporate the customer perspective into your design

2. Engage critical skills to design best-in-class solutions

3. Take advantage of the flexibility of Service Portal

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Q & A

KAREN ODEGAARD
SENIOR MANAGER
Accenture
karen.odegaard@accenture.com

TRACI STEWART
SENIOR MANAGER
Accenture
traci.stewart@accenture.com

@odegaardKaren | #Know17

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Thank You

KAREN ODEGAARD
SENIOR MANAGER
Accenture

TRACI STEWART
SENIOR MANAGER
Accenture

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