



servicenow®

# KPMG Accelerated IT Service Management

**Modern capabilities now. Built-in future enhancements.**

IT organizations struggle to keep pace with the speed technology moves. An IT service management (ITSM) platform that cannot facilitate connections across the business compounds their challenge. We help your IT function create borderless organizations where people and technology interact to reach new productivity levels.

## **Achieving ITSM maturity has never been so accessible**

KPMG Accelerated ITSM enables organizations to move ITSM capabilities to a ServiceNow platform in as few as 12 short weeks without giving up quality or cost-effectiveness. With KPMG Accelerated ITSM, IT organizations get out-of-the-box ITSM capabilities and leading practices while leveraging our experience deploying ServiceNow for hundreds of clients.

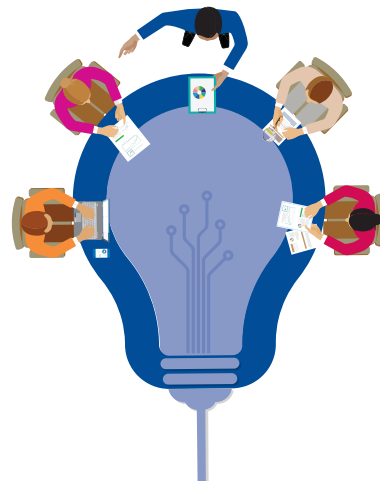
KPMG equips you with the ServiceNow license to fit your organization's needs. The offering provides a complete package of ITSM core capabilities, including software provisioning, configuration, implementation, and long-term operational support. With the Information Technology Infrastructure Library (ITIL)-based framework, organizations immediately begin their journey to ITSM maturity—and the investment is less than larger organizations often spend to achieve the same outcome.



## **What organizations get with KPMG Accelerated ITSM**

- Industry leading **ServiceNow platform** that replaces existing ITSM solution to improve stability, consistency, and efficiency
- Enhanced **user experience** to increase use of self-service
- Platform and process **governance models** to help expand and enhance ITSM capabilities

- Platform **roadmap** to help plan and prioritize future service management abilities within IT and across the organization
- Ongoing **support and enhancements** for three years to improve accuracy, mature ITSM competencies, and reduce cost
- Flexible **ServiceNow license** that adjusts to business needs



**This engagement is by far one of the most productive, cooperative, and effective vendor engagements I've ever had!**

*Senior Manager  
FORTUNE 250 Industrial Provider*



## Growing companies can benefit most from KPMG Accelerated ITSM

Companies striving for ITSM that aligns with business needs can build a solid core service management foundation to immediately begin the journey to ITSM maturity.

IT leaders looking to mature their ITSM function faster without transformational-size budget can benefit from Accelerated ITSM.



## Faster implementation + market leading processes & team = early-stage ITSM maturity

KPMG Accelerated ITSM uses out-of-the-box features that allow IT leaders to quickly re-platform ITSM using best practice methodology to achieve ITSM maturity without a large budget. KPMG packages our teams' ITSM and ServiceNow platform experience along with the ServiceNow license, implementation, and maintenance into a simple solution.



**We successfully implemented the core ServiceNow ITSM Platform via a 12-week engagement 100% remotely. The team also provided great coverage for each other, which helped us to always feel supported.**

*ITSM Director  
Major Healthcare Provider*



## Contact us



**Greg Horvath**  
Managing Director  
CIO Advisory  
T: 414-226-1183  
E: gregoryhorvath@kpmg.com



**Piyush Anand**  
Managing Director, Consulting  
T: 917-562-3915  
E: panand1@kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

[kpmg.com/socialmedia](https://kpmg.com/socialmedia)



The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2022 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. NDP278992-1A

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.