Getting back to baseline

How to realize more value from your platform

As a long-time user of the ServiceNow platform, you have been loyal and dedicated to its capabilities. Unfortunately, due to a number of factors - some of which may have been outside of your control - **your platform has become over-customized, causing difficulties and slowly diminishing its overall value**. With each passing day, your technical debt continues to increase as your solution moves further away from the original product direction. You may even be receiving negative feedback from your business stakeholders who are now questioning the effectiveness of the technology.

You can take comfort in knowing that you are not facing these challenges alone. Even better, KPMG has a solution that can help you return your ServiceNow implementation to a baseline level. KPMG has a proven track record of assisting clients in refreshing their platform, increasing its value, and positioning ServiceNow technology to support future business requirements—and we can do the same for you.

The most effective approach towards your ServiceNow platform refresh project will largely depend on your organization's existing platform situation. Although a few challenges are common, we understand your situation may be nuanced, particular to your specific industry, duration of time on the platform, or linked to the actual modules you have in place. That's why **our team of ServiceNow specialists will work closely with you at every stage to achieve a solution state where your platform meets business objectives and provides undeniable value**.

Where do you feel your ServiceNow platform stands today?

There are several ways to get 'back to baseline'. Your path forward will likely fall into one of the three options detailed below, depending on multiple factors. Each of these options has their own value proposition, assumptions, and dependencies. KPMG can help you evaluate and decide on the approach that will meet your organization's needs.

Repair

Solution is working well but needs some patching or repairs to reduce tech debt or better align with product direction

Renovate

Solution is meeting business needs but needs technical debt reduction or better alignment with product direction

Rebuild

Solution meeting business objectives but not aligned with ServiceNow direction and is costly to maintain

Criteria

Repair	Renovate	Rebuild
Configurations currently made are directionally aligned with ServiceNow product roadmaps	Configurations currently made are directionally aligned with ServiceNow product roadmaps	Not directionally aligned with ServiceNow product roadmaps
Minimal technical debt/not overly costly to support	Notable technical debt	Notable technical debt
Solution is meeting business objectives	Costly to support/maintain (upgrade challenges)	Costly to support/maintain (upgrade challenges)
Room for technical or process improvements	Solution is meeting business objectives	Solution is meeting business objectives

Realizing more value

Making the most of your platform refresh involves more than technology. A back to baseline program also give you a unique opportunity to optimize your processes and enhance your supporting operating model. Working with you, we will layout a plan that maximizes speed to value. Key principles of this approach include:

Defined outcomes and design principles

- Strategic direction driven by the executive level
- Defined and agreed platform vision
- Defined design principles for the "back to baseline" greenfield instance, enabling compliance with current regulatory requirements and set a foundation for future business needs

Improved productivity

- Reduced instance and license spend
- Improved visibility of license consumption and actual use, potentially enabling license harvesting/repurposing. Reduced platform administration.
- Increased agent productivity by automating repetitive tasks and removing bottlenecks

User experience

- Single point of entry for end users to access all services across organization. Self-service capabilities including portal, service catalogue and knowledge base

- Consistent and unified experience across all point of interactions

- Use of customer interactions to deliver personalised experience

Standardization and faster time to market

- Defined standards for how and why different tools and platforms will integrate with ServiceNow

- Take a business value first approach to determine when integrations should be established

- Drive innovation with standardised approach and best practices, enabling faster time to market

Harmonized processes

- Centralization of services and asset data in a single harmonized process incorporating learnings from the past and taking "best of the two worlds."

- Single point authority should be established to make design decision for consolidated processes

- Removal of bottlenecks and digitization of workflows

Governance and minimising risks

- Creation of a strong governance framework working across all involved parties will help drive your transformation vision and ensure platform integrity

- Ability to trace demand all the way through development in a single platform

- Easier to define and enforce technical standards to ensure maintainability and reducing risks

Are you ready to get your ServiceNow implementation back to baseline? Contact us to schedule a discussion with our ServiceNow specialists.

Contact us

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