EMERGYS
An ACCSCIENT Company

servicenow.
Modernize Legacy IT Systems

About Emergys

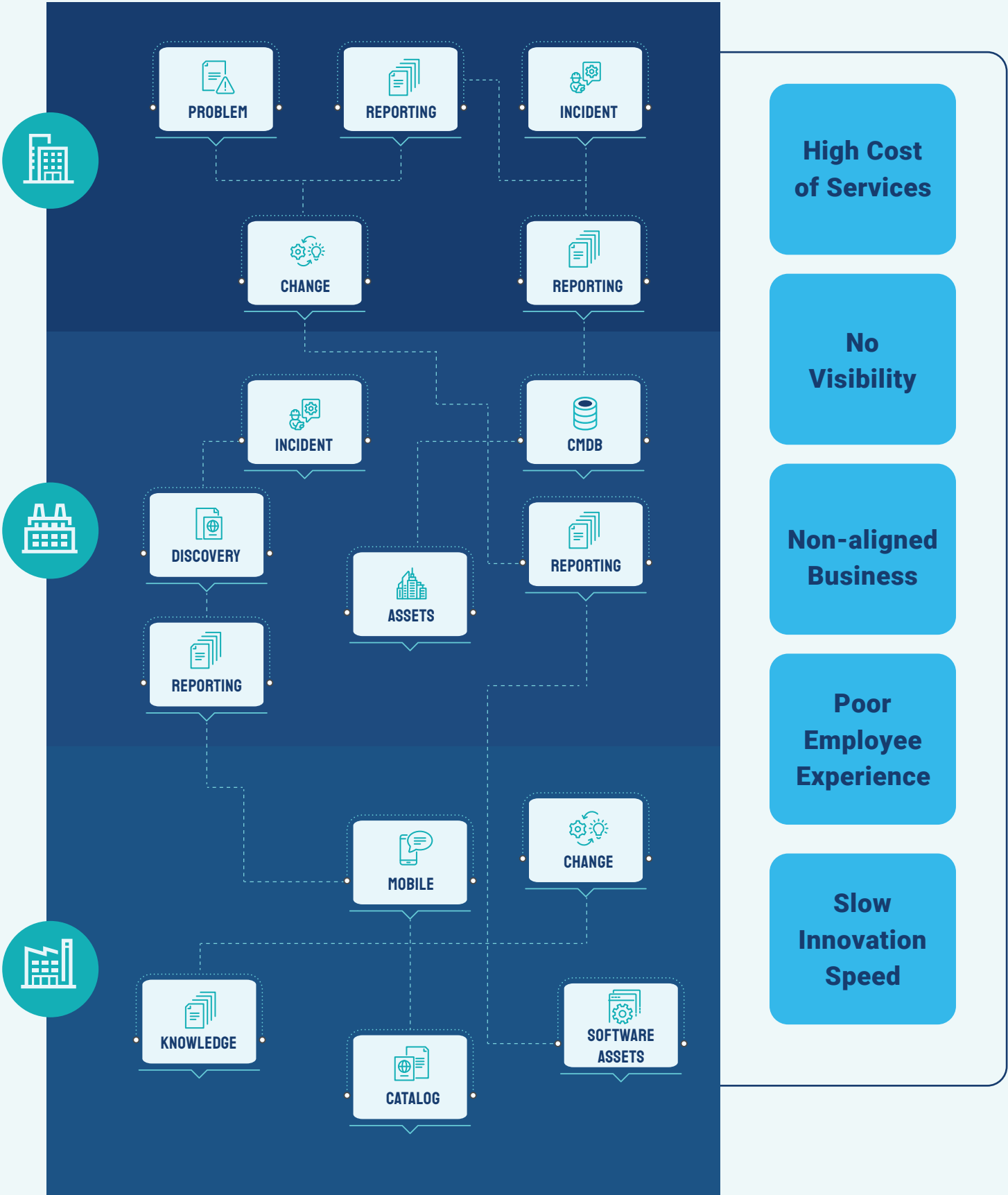|		
300+ ACTIVE SERVICENOW CONSULTANTS	**05+** YEARS OF TEAM EXP.	**100+** ACTIVE CLIENTS
04+ CONTINENTS SERVED	**06+** INDUSTRIES SERVED	**Number .1** SERVICENOW COMMUNITY

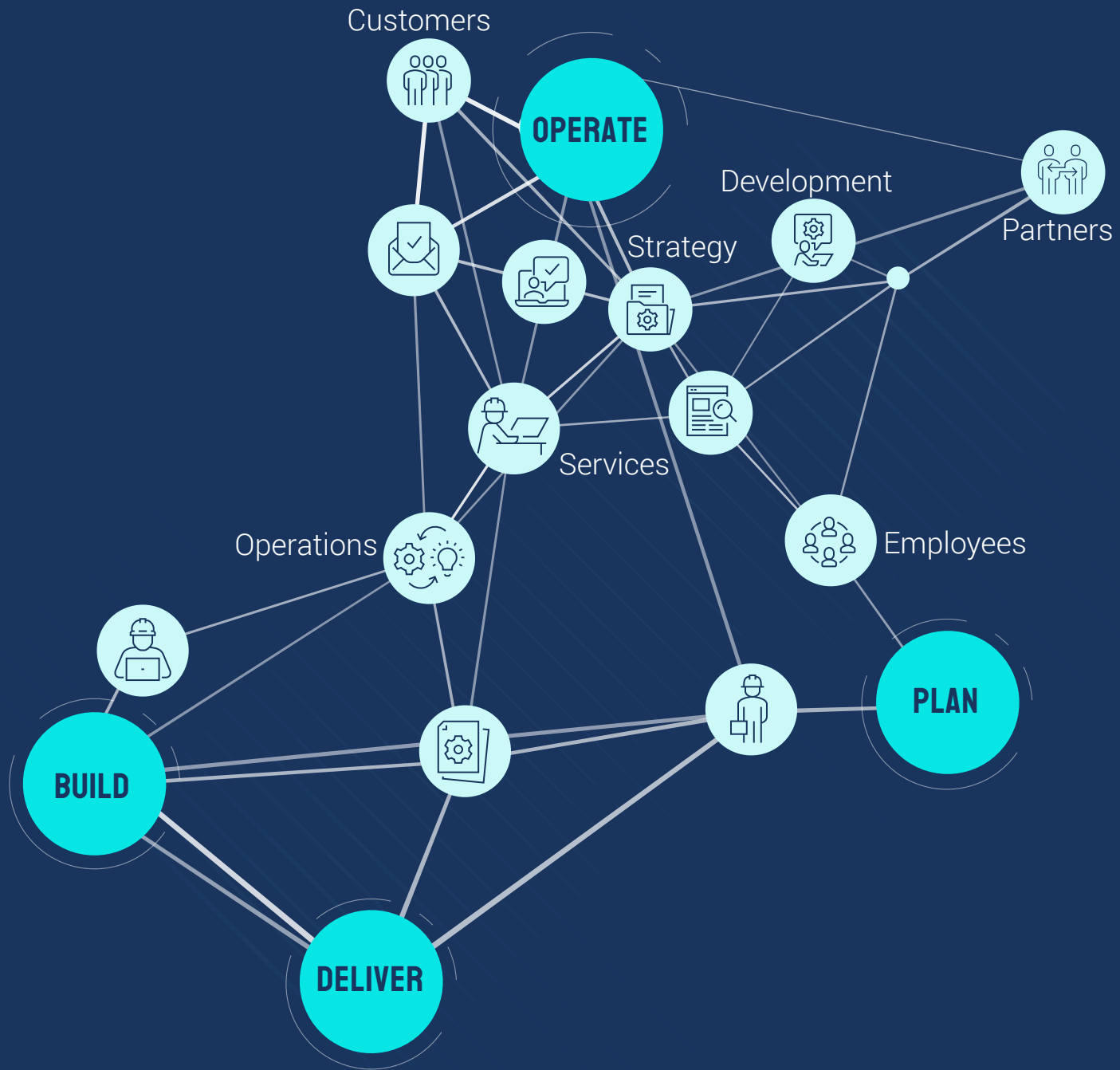servicenow
Partner

Premier

Who We Work With

AIRBUS

UNISYS

Burckhardt Compression

syngenta

NTT DATA

Capgemini

amdocs

tieto

Cognizant

Honeywell

wipro

T··Systems·

accenture

DXC DXC.technology

SONY

KPMG

VIAVI

Volkswagen

GrowthOps

LINAMAR

State of ITSM
Legacy Environments

PROBLEM

REPORTING

INCIDENT

CHANGE

REPORTING

INCIDENT

CMDB

DISCOVERY

ASSETS

REPORTING

REPORTING

MOBILE

CHANGE

KNOWLEDGE

CATALOG

SOFTWARE ASSETS

High Cost of Services

No Visibility

Non-aligned Business

Poor Employee Experience

Slow Innovation Speed

COMPLEXITY WITH
VENDOR AI TOOLS

Customers
OPERATE
Development
Partners
Strategy
Services
Operations
Employees
BUILD
PLAN
DELIVER

IT needs to move from being reactive to proactive but existing tools are fragmented, reinforcing silos and non-responsive service. AI and chatbot point tools use their expertise in these areas as a disrupter, they do their best by making noise competing on price. Their key tactic is to go after targeted departments within an organization to help fill gaps with their AI powered tools, without addressing the larger need for a unified IT solution

That's because they can't. It is important for the IT enterprises to understand the need of unified ecosystem

Guiding Clients in their **Digital Transformation** Journey

After connecting with clients and prospects, we at Emergys have come up with an unique way of solutioning which focuses on three aspects :

1

Improving Operational Efficiency

2

Engaging Workforce at All Levels

3

Empowering Customer Experience with Our Partner Platforms

AREAS
OF SERVICE

Consulting

Licensed re-seller

System Integration

CORE SERVICE AREA

Manage & Support

Optimization

NOW Platform Development

Increase Workforce Productivity
Increase workforce productivity through machine learning powered automation to eliminate mundane tasks and keep your human agents focused on the work they do best

Build Better Service Experiences
Build better service experiences. Solve requests quickly & accurately by empowering self-service and delivering always-on information

Continual Service Improvement
Drive toward continual service improvement. Align business goals to increase service quality at all levels of the business. Provide instant visibility to all employees to continuously drive improvements to increase efficiency and reduce costs
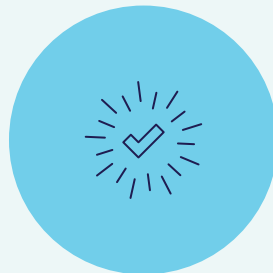
MODERNIZATION AGENDA

1

Modernize IT by Consolidating to a Single Syste of Engagement

2

Automate Routine Work and Gain real-time Visibility, Go from Firefighting to Innovation

3

Deliver Better than Consumer Experiences that Make IT a Hero

TRANSFORMING
YOU DIGITALLY

Modernize Your IT
Service Delivery with the
Market Leading Cloud
Solution

Respond Faster
and Reduce Tickets
Using built-in AI

User
Experience

Deliver Unified Consumer
Experiences that
Make IT a Hero

SYSTEM OF ACTION

NONS-TOP CLOUD

With Emergys, organizations can jumpstart their digital transformation. Our ServiceNow Nonstop cloud and single system of action empower IT organizations to spend more on innovation, improve productivity for IT and users, all while eliminating costly legacy tools and infrastructure.

We take away the complexity and radically simplify how systems are maintained and IT service is delivered

Layered on top of this is our shared system of action powered by our Now platform: With a single data model, IT can deliver contextual workflows and automate any business process. The platform's Intelligent Automation Engine combines machine learning with automated actions. It also includes a set of common services that our applications share includi ng CMDB, user interface, mobility, Service Catalog, visual task boards and reporting.

And finally, a single entry point for users to submit requests and check status from their desktop or mobile device delivers a modern user experience.

CUSTOMER ITSM JOURNEY

CHALLENGES

- Functionality Siloed Processes
- Poor Customer Experience
- Slow to adapt

OPTIMIZE SERVICES

WITH DXSHERPA

- More Productive Employees
- Delighted Customers
- Increased Competitiveness

CHALLENGES

- Manual Processes
- Unhappy Employees
- Reactive Priorities

AUTOMATE DEVOPS

WITH DXSHERPA

- More Productive Employees
- Delighted Customers
- Increased Competitiveness

CHALLENGES

- Multiple Tools
- Decisions Without Data
- Reactive Firefighting

MODERNIZE ITSM

WITH DXSHERPA

- Unified IT platform
- Real-time Visibility
- Consolidate Legacy Tools, Switch to Innovation

Switch from legacy on-premises tools and achieve these outstanding outcomes:

20%
IT Productivity Increase

20%
Fully Automated Services

25pts
Customer Satisfaction Increase
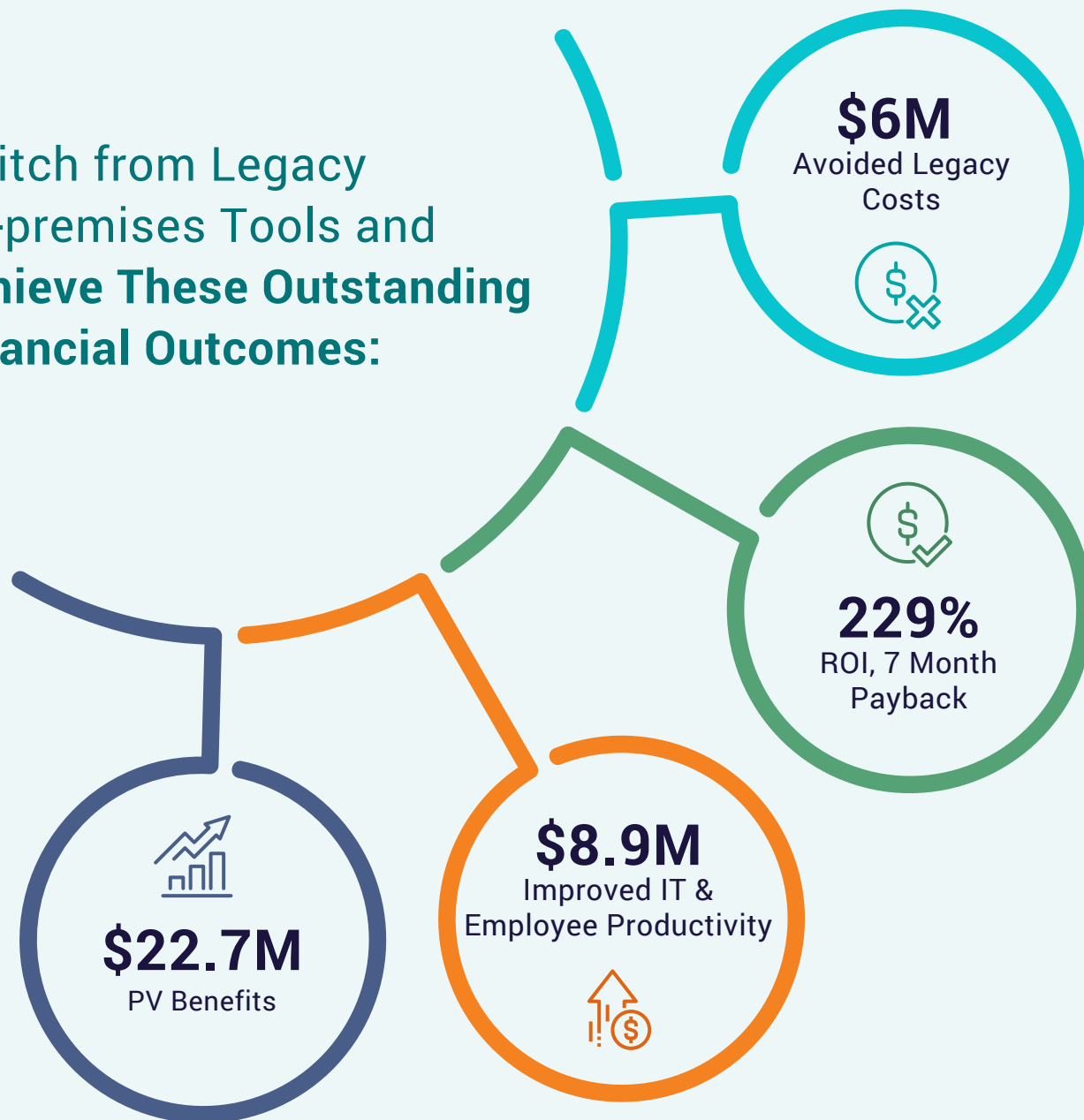
66%
Reduction in Effort Per Incident

Based on the Total Economic Impact of ServiceNow
IT Applications a commissioned study, June 2019, conducted by Forrester Consulting on behalf of ServiceNow

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OPTIMIZE FINANCIAL RETURN, MODERNIZE WITH SERVICENOW

Switch from Legacy On-premises Tools and **Achieve These Outstanding Financial Outcomes:**

$6M
Avoided Legacy Costs

229%
ROI, 7 Month Payback

$8.9M
Improved IT & Employee Productivity

$22.7M
PV Benefits

Based on the Total Economic Impact of ServiceNow
IT Applications a commissioned study, June 2019, conducted by Forrester Consulting on behalf of ServiceNow

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THANK YOU