



A powerful alliance



KPMG LLP (KPMG) has served as an independent adviser to the Federal government for over a century, having supported every Cabinet-level department and numerous agencies. We have extensive experience working with our Federal clients to drive wide-ranging approaches to their most complex challenges.

These ongoing relationships and our industry awareness allow us to fully understand the shifting, specialized needs of our clients across the civilian, defense, and intelligence sectors. In particular, the growing disruptive technology trends pose significant opportunities for the government to enhance delivery of services to better fulfill its mission.

Through our alliance with ServiceNow, we can harness their technology and our insight to meet the pressing changes government agencies are facing in an increasingly digital world.

Why choose us?



We are a full-scope provider.

We offer a full spectrum of integrated services, from strategy to road maps, process design to architecture, technology implementations to organizational change management. We are specialists at delivering consumerized user experiences and managing the associated change to meet the needs of Federal stakeholders and their customers.



We go beyond IT service management (ITSM) to enable the entire enterprise.

Our capabilities with Federal clients go far beyond traditional ITSM methodologies through an emphasis on enterprise service management. We design processes to modernize legacy mission systems, automate manual processes, and enable new service delivery models.



Our people are our biggest asset.

We bring informed and innovative perspectives obtained through our work and thought leadership across all industries to solve Federal challenges. Our team's deep and broad experience enables us to cooperatively identify problem areas and plan approaches. By working together, we focus on delivering value aligned to key mission areas.



We have been here before.

We have teamed with Federal agencies on their technology journeys for years and will work with you to gain maximum value from your investment.

We are stronger together.

Technology has the potential to change everything. By connecting ServiceNow's platform with KPMG's insight and knowledge in service management process design, integration, and organizational change, we are opening up new possibilities for IT to shape and empower organizations. ServiceNow provides you with a powerful, agile platform that can eliminate technological barriers across the IT operating cycle, driving improvements in efficiency and performance.

Together, we:



Form a dedicated, global team that brings decades of experience and technical skill to help maximize the impact of your investment



Provide clients with deep industry knowledge and a robust suite of joint services



Reduce the risks surrounding complex service management transformations



Create cost-effective transformation toolkits and accelerators—including detailed process guides and role-based training—that allow you to take control of your platform as soon as possible



Produce wide-ranging IT solutions that create lasting benefits and enable business-wide evolution

We are opening up new possibilities for IT to shape and empower businesses.

For more information, please visit www.kpmg.com/us/servicenow, or e-mail us at go-snowalliance@kpmg.com.

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

About KPMG

KPMG professionals are leading providers of cloud-enabled IT transformation solutions. KPMG is a global network of professional services firms providing Audit, Tax and Advisory services. We operate in 155 countries and have 174,000 people working in member firms around the world.

About ServiceNow

ServiceNow is changing the way people work. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service, and more.

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