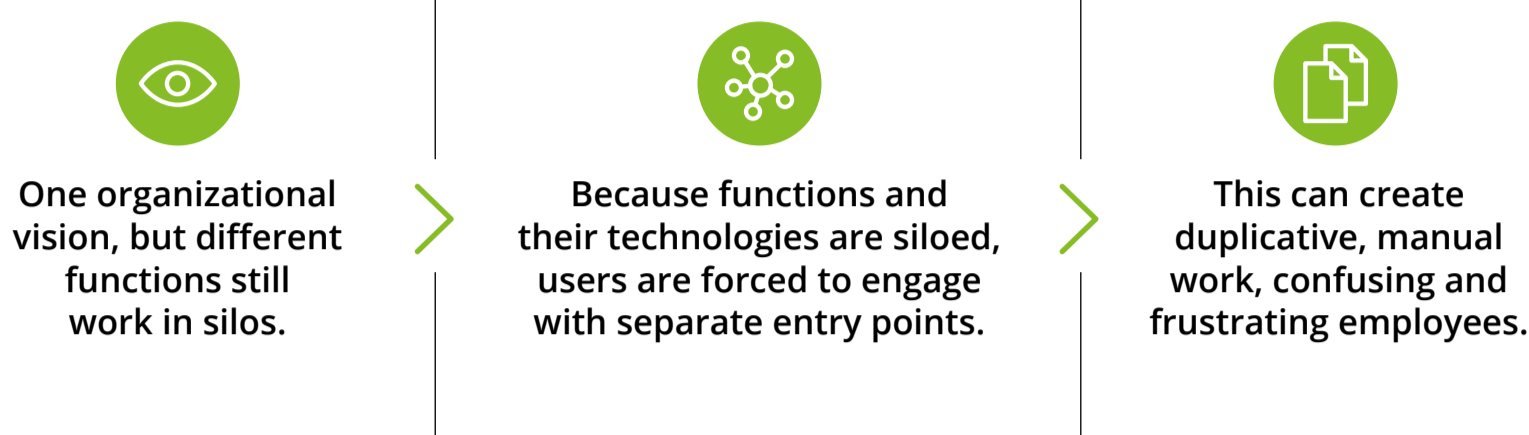


# From vision to value

Evolving your shared services with GBS on Now



**Investment in global business services (GBS) can help you amplify the impact of your technology and teams, but many businesses still face challenges.**



## With GBS on Now, Deloitte helps your business at every step of your GBS journey.

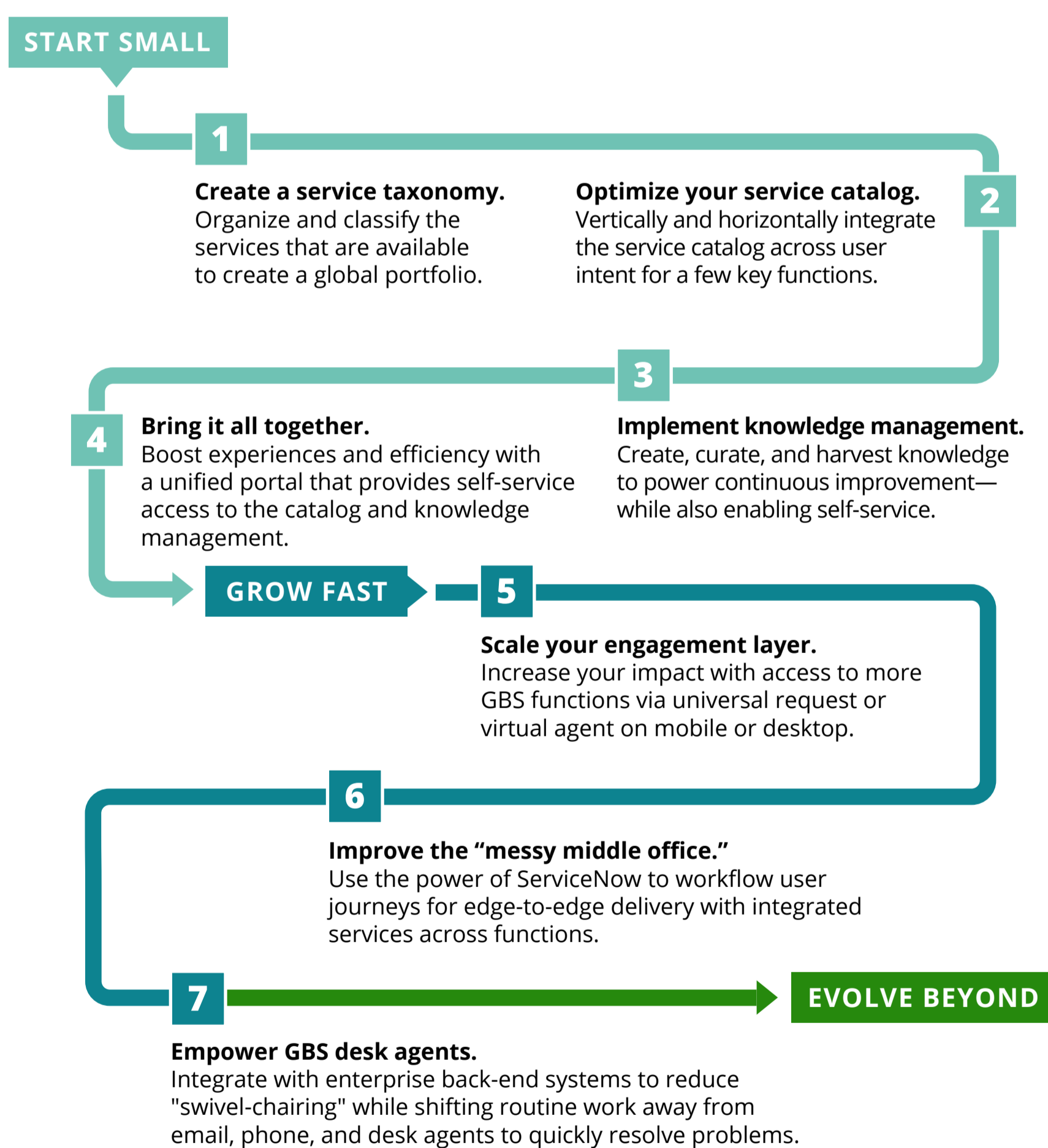
Using our "Engage, Act, Perform" framework, we simplify organizational and technological complexity to quickly deliver business impact.



- 1 Engage**  
Put humans at the heart of your design and create a one-stop-shop for GBS services.
- 2 Act**  
Go beyond robotic task automation and digitize work across functional silos.
- 3 Perform**  
Build a GBS command center to gain robust insights from analytics from across the enterprise.

## To meet today's business challenges, it's not enough to simply exchange one technology for another.

It takes a clear vision and defined path for progress. Deloitte can help you take the crucial steps that accelerate your GBS journey—so your organization can start small, then grow fast.



## Accelerate your GBS transformation with Deloitte and ServiceNow.

The future of GBS lies in its ability to help companies do even more with less. By leveraging data and knowledge from across multiple businesses, functions, and geographies, GBS on Now from Deloitte and ServiceNow can transform customer and employee experiences with predictive insights at unparalleled speed.

### Europe, Middle East, and Africa

**Roy Scholte**  
Senior Manager, Enterprise Service & Process Management  
Deloitte Consulting  
Netherlands  
rscholte@deloitte.nl

**Martje van der Sluijs**  
Director, Finance & Performance  
Deloitte Consulting UK  
mvandersluijs@deloitte.nl

**Candice Sieg**  
Sponsoring Partner, GBS on Now  
Deloitte Consulting UK  
csieg@deloitte.co.uk

**Dorthe Keilberg**  
Partner  
Deloitte Consulting  
Netherlands  
dorkeilberg@deloitte.nl

**Sean Pepper**  
Partner, Enterprise Technology & Performance  
Sponsoring Partner, GBS on Now  
Deloitte Consulting UK  
sapepper@deloitte.co.uk

### Americas

**Saurabh Dubey**  
Managing Director, Technology Strategy & Operations  
Deloitte Consulting US  
saurdubey@deloitte.com

**Parag Saigaonkar**  
Partner  
Deloitte Consulting US  
psaigaonkar@deloitte.com

**Kort Syverson**  
Principal  
Deloitte Consulting US  
ksyverson@deloitte.com

### Asia-Pacific

**Saurabh Mathur**  
Partner  
Deloitte Consulting India  
saurabhmathur@deloitte.com

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms or their related entities (collectively, the "Deloitte organization") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.