



# Making Enterprise Service Management seamless

Enterprise Service Management (ESM) brings all areas of your organisation together under a single platform. As a result, you can streamline your service delivery to increase operational efficiency and gain valuable insights into your day-to-day operations and demands.

Nexon supports you to deliver exceptional employee and customer experiences, with powerful automation and a single digital platform to drive integrated enterprise services.



# Better experiences start with optimised enterprise service delivery

Leveraging Nexon's advanced digital capabilities and enterprise service expertise, you'll be empowered to eliminate service silos, reduce overall costs, and improve collaboration, productivity and satisfaction—all while driving your digital transformation.

By drawing on powerful workflows to create a single system of action for enterprise service delivery, we allow you to create seamless cross-enterprise processes and next-level user experiences.

## What is the ServiceNow Platform?

ServiceNow is a single platform of action for service delivery that automates and improves this key area of your business.

By delivering standardised, scalable workflows across the organisation, ServiceNow connects departments, boosts efficiencies and productivity, and mitigates risk by providing rich visibility into your service delivery environment.

As an Elite ServiceNow partner, Nexon's experienced consultants support your business through advisory engagements, implementation services and lifecycle solutions to transform service management in your organisation.



## Enhance collaboration across your organisation

Effective collaboration is the driving force behind streamlined enterprise service management. By eliminating silos via a single service model and architecture, our integrated approach to service delivery makes it easier for different departments to access data, share information, and communicate more effectively.

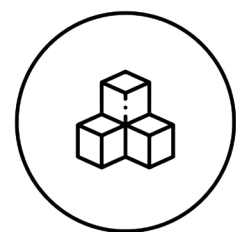
From IT and Facilities to Legal, Procurement and HR, your teams will be equipped with enterprise-wide workflows and tools that simplify and streamline service delivery, resulting in improved engagement, better performance, and increased staff satisfaction.

- Provide different departments and teams with common collaborative tools for enterprise service management tasks
- Connect your organisation with access to a single platform for service delivery information
- Improve employee engagement and workplace satisfaction
- Facilitate the delivery of better experiences for customers and staff
- Realise opportunities to automate repetitive, high volume, low-value tasks to deliver better customer and user experiences
- Increase response times and efficiency with virtual agents and robotic process automation
- Leverage organisational knowledge bases to deflect commonly asked questions

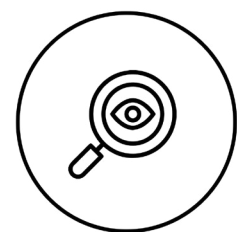
## Deepen your service understanding to mitigate risk

The ability to identify and address service issues is a crucial factor in reducing risk in your organisation. By improving transparency and visibility into business services, you'll be empowered to make better-informed decisions that drive improvements and innovation across your enterprise service management.

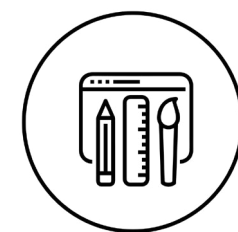
With a streamlined digital platform for all your service processes, you'll be equipped with a deep understanding of your business service offerings and how they're performing by gaining valuable insights. Using data within the platform, you can adjust how services are delivered through a continual improvement process in an agile manner.



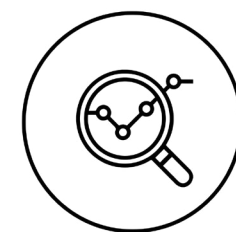
Obtain  
a comprehensive  
view of enterprise  
service delivery



Relate  
operational  
insights to  
business services,  
e.g. performance,  
change impacts



Visualise  
aggregated  
service  
information  
to drive strategic  
decisions



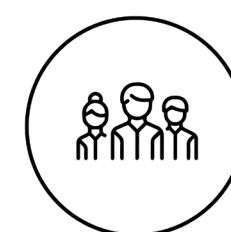
Remove the  
guesswork  
and make  
better business  
decisions based  
on reliable  
performance  
analytics and  
insights



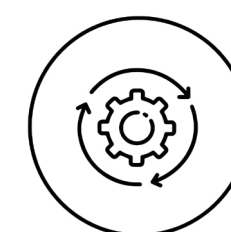
## Improve workforce productivity

Drive productivity across your organisation and empower your employees to work and access information in a more efficient and effective manner. By automating time-consuming manual processes and repetitive tasks within your enterprise service delivery workflows, your employees can achieve better outcomes in less time.

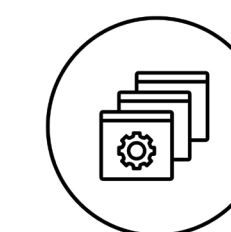
Equipped with purpose-built tools and access to the information they need in a single, configurable workspace, Nexon's solutions and the ServiceNow platform enhance workforce productivity while increasing employee satisfaction.



Give your service delivery teams the tools and information they need to perform optimally



Use automation to speed up processes and free up team members for higher-value tasks



Streamline enterprise service management with a single, configurable platform for all departments

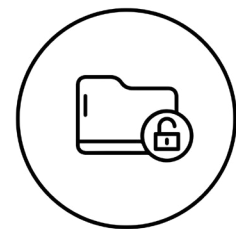


Support your hybrid workforce by allowing secure access to your business services anytime, anywhere, on any device

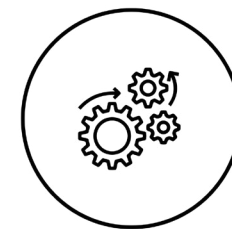
## Boost efficiencies and lower costs

Achieve greater control over your costs and access the insights you need to optimise your operations. Using powerful AI and analytics, we help you transform enterprise service delivery with advanced predictions that let you boost efficiencies and work smarter.

Combined with streamlined automated workflows, you can focus on strategic work that allows you to identify opportunities for efficiency gains and cost reductions across your service delivery landscape, for continual business improvement.



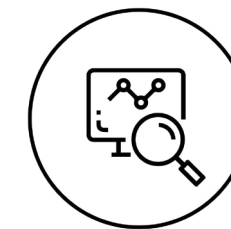
Leverage advanced AI and analytics to unlock data and make predictions



Use service delivery insights to optimise your enterprise service operations



Gain more control over your costs and eliminate wasted resources



Gain better control and monitoring over your service delivery through consistency by adopting repeatable and predictable workflows



## Enterprise services, delivered better

1

### A cross-enterprise platform for easier collaboration

- Leverage enterprise-wide workflows and a single service model that allow departments and employees to collaborate more effectively.
- Improve engagement, performance and staff satisfaction with a more connected workforce.
- Bring core ERP, CRM, Contact Centre and collaboration platforms together to work with ServiceNow ESM, allowing you to maximise the value of your existing platforms and improve your employee experiences.

2

### Address service issues to minimise risk

- Mitigate risks by identifying and addressing service issues before they negatively impact your organisation or customers.
- Gain a comprehensive understanding of your enterprise service delivery and relate operational insights to business services

3

### Power up productivity across your workforce

- Use targeted process and workflow automation to speed up and streamline service-related tasks.
- Equip staff with purpose-built tools and a single, configurable workspace that lets them work more productively.

4

### Use AI to identify opportunities for efficiency gains

- Gain powerful predictive insights from advanced AI and analytics that allow you to continually improve service delivery in your organisation.
- Take control over your costs, boost efficiencies and eliminate wasted resources for more streamlined service delivery

## Streamline and integrate your enterprise services

In the age of digital transformation, using the latest and most relevant technologies to carry out your business processes is fundamental to business success. ESM helps you drive digitisation throughout your organisation with the right tools and technologies for your specific needs.

By improving the way functional departments connect, interact and work—from procurement and finance to HR and facilities management—we help you optimise your enterprise service management processes and deliver richer, more engaging experiences to employees and customers.

Enterprise management service solutions from Nexon can assist in the following areas:

### Operating Model

Executive-oriented advisory engagement to define platform architecture, roadmap, governance and resourcing structures.

### Implementation

Implementation projects delivered by industry and product line specialised consultants.

### Lifecycle Services

Tailored service options to ensure sustainable resourcing for ongoing platform operations and continual improvement.

## The Nexon advantage

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our advanced solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country's most experienced consultants and empower teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

A photograph of two women in a professional setting, likely a meeting or presentation. The woman on the left is pointing at a screen (not fully visible) and speaking. The woman on the right is listening attentively. They are both wearing white shirts and blue lanyards. The background is slightly blurred, showing other people and what appears to be a conference or exhibition space. The image has a dark, semi-transparent overlay with a grid pattern and some green light effects.

**We help our  
clients move from  
a position of overwhelm  
to empowerment, looking  
forward to a more agile  
and digital future.**



# Take the next step

To learn more about our Enterprise Service Management offering powered by ServiceNow, get in touch with the Nexon team today.

-  1300 800 000
-  [enquiries@nexon.com.au](mailto:enquiries@nexon.com.au)
-  [nexon.com.au](http://nexon.com.au)

Follow **nexonap**    

