



# Move from intent to impact in your ESG efforts

Turn ESG strategy into meaningful  
action with ServiceNow partners

# Imagine new possibilities in environmental, social, and governance efforts

At ServiceNow, we know the challenges businesses are facing with their ESG efforts. As a company, we are developing, launching, and executing our own ESG strategy, initiatives, and outcomes at hyper speed to help serve our stakeholders better. Our integrated technology solutions—like ESG Management, Strategic Portfolio Management, and Risk Management—provide additional functionality and enable end-to-end management to support long-term environmental, social, and governance goals.

Our partners are specialized experts and an extension of our team. They help us accelerate innovation and deliver unique offerings that meet the needs of our customers. Their strengths and experience take the Now Platform® to the next level through aggregated insights and added layers of innovation. Collectively, they provide holistic, end-to-end solutions that help customers unlock the power of technology to meet the needs of their ESG initiatives.

With our partners' support, organizations can do more with their ESG efforts—beyond reporting and storytelling. By unlocking their ability to manage, take action, and execute key business decisions, businesses can move from intent to impact—allowing them to pivot or make strategic changes to achieve that next order and deliver for their goals.



**Edua Dickerson**

Vice President of ESG & Finance Strategy,  
ServiceNow





## Activate ESG across your enterprise

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While most organizations perform ESG activities, many struggle with a cohesive, enterprisewide planning and operational model or technology foundation to help them achieve their ESG goals. As demands for transparency and performance increase, many also face challenges in managing risk, while striving to become—and remain—auditable and compliant.

ServiceNow helps you mobilize your ESG strategy, build transparency that leads to trust and a positive reputation, and create value and impact to support business performance. ServiceNow, partner, and custom workflows operationalize the ESG pillars of your program, so you can strategize, manage, govern, and report on progress against your goals across the organization and throughout your customer ecosystem—while connecting your business ecosystem of tools, systems, and vendors.

Our partners realize the value the Now Platform brings to ESG-focused technology for their customers. Through their expertise and methodologies, they guide customers to understand the foundation of developing a comprehensive ESG program.



## ESG from KPMG and ServiceNow

Active investor interest, external regulatory scrutiny, and internal commitments are driving organizations to quickly evolve their ESG programs and embed ESG targets across the enterprise. As a result, connecting the front, middle, and back office through a common ESG framework is emerging as a key tenet to demonstrating sustainability and social responsibility. ESG program management, reporting, and data governance are foundational components of earning stakeholder trust. But these core elements are also vast and require oversight to drive auditability, accuracy, and completeness for external stakeholders.

By leveraging KPMG ESG methodology coupled with ServiceNow ESG Management and Reporting, organizations may enable governance and execution of a connected ESG program –providing greater visibility into program strategy and direction, as well as sustainability improvement actions being taken across the company.

### Outcomes:

- Gain a consolidated view of your ESG program's material topics, goals, targets, and metrics on the Now Platform
- Get visibility into programs and projects driving achievement towards public-facing goals
- Manage risks and controls impacting an organization's reporting processes
- Demonstrate and validate compliance to external regulatory requirements and ESG standard leading practices

Some or all of the services provided herein may not be permissible for KPMG audit clients and their affiliates or related entities.



“The SEC proposal is shifting timelines forward for companies to operationalize ESG and climate strategies to gain a competitive edge. Many leaders are looking beyond compliance—envisioning a unique opportunity to respond to the demands of investors, customers, and employees to unlock value and build trust. Aligned to their strategy, organizations need to develop an integrated data, technology, and governance approach to effectively reduce carbon footprints and navigate climate risk.”

**Rob Fisher**  
ESG Leader, KPMG US

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Geographic availability  
EMEA



## Deloitte ClearCarbon™

Deloitte's ClearCarbon™ solution accelerates time to market for enterprise customers and startups developing and scaling carbon inset and offset businesses. ClearCarbon™ enables end-to-end project management from creation to verification. It enables companies to navigate the complex ecosystem of stakeholders, collecting data and distributing monetary benefits with suppliers and customers. ClearCarbon™ is the first of its kind, streamlining value creation from decarbonization to create differentiated carbon assets through data integration, workflow automation, and intelligent estimation.

ServiceNow ESG Management paired with ClearCarbon™ will automate and accelerate processes to streamline your ESG management and program needs, while allowing for process customization to suit your level of ESG program maturity and priorities.

### Outcomes:

- Data harmonization: helps smooth the process of collecting required data, minimizes spend on measuring equipment and data acquisitions, and improves accuracy of abatement claims
- Workflow automation: enables oversight of portfolio of active carbon abatement projects through a centralized workflow view
- Decision support: minimizes time spent understanding nuanced data requirements, decreases spend on administrative assistance, and substantiates project metrics, calculations, and reporting
- Exchange to exchange (E2E) traceability: enhances transparency and credibility of emissions reduction activities, allows for more effective management of carbon portfolio, and enables generation of E2E insights

"Deloitte has been working for over 15 years in assisting clients with their ESG journeys, leading us to develop solutions tailored to fit their needs. The ESG journey is ongoing as companies set out to achieve their net zero targets in 2020, 2030 and 2040. Our clients understand they will need both the support of their technology platforms as well as targeted solutions to help move the needle closer to their ESG goals. Deloitte brings both the deep subject matter knowledge and technical capability to our clients to enable these outcomes with speed, scale, and insight."

#### Saurabh Dubey

Global ServiceNow ESG Leader,  
Deloitte Consulting

#### Geographic availability

AMS and EMEA  
APJ coming soon



## Deloitte Climate & Sustainability Solutions

### CarbonNOW™

For organizations hoping to reduce their carbon impact in line with relevant NetZero policies or strategies, understanding how to track and measure this impact is often the first step. To control their carbon footprint, organizations need relevant, actionable data to inform maintenance strategies.

CarbonNOW™ enables organizations to identify, track, and manage their carbon footprint. Energy consumption data is converted into CO2 equivalent and presented to the enterprise in easily consumed dashboards, allowing their footprint to be visible by granular layers informed by configuration management database (CMDB) relationships and across time.

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### Sustainability Supplier Carbon Audit Process

One way organizations may not be meeting carbon requirements without realizing it is through their supplier network. To reduce their carbon impact in line with NetZero goals, organizations must ensure suppliers are meeting their sustainability standards.

The Sustainability Supplier Carbon Audit Process is a customer service management model that guides the examination of sustainability carbon agreements in the supplier network. This process supports the tracking and auditing of CO2 emissions in the upstream supply chain—allowing organizations to ensure their standards are being met.

### Supply Chain Due Diligence Act (SDDA)

Many organizations examine sustainability carbon agreements in the supplier network through the Supply Chain Due Diligence Act. ServiceNow provides vendor management that supports tracking and auditing according to the SDDA by enabling the selection of a supplier for risk assessment, providing analysis of their feedback that can illustrate identified issues/complaints, and defining remedial measures for suppliers.





## SustainABLE™

Drivers for clear reporting and management of initiatives can empower organizations to take ownership of their sustainability goals, manage risks, and provide tangible results to their stakeholders.

Utilizing the Now Platform, SustainABLE is a custom application that enables organizations to ideate, discover, and measure sustainability efforts against United Nations Sustainable Development Goals (SDGs). The solution streamlines the goal-setting process and increases goal visibility across the organization. With a single platform, you can pull data from existing ServiceNow systems.

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## Waste Management

Another way organizations can improve sustainability to fall in line with targeted goals is by tracking and auditing hazardous waste items for compliance, improved safety, efficiency, and visibility.

The Now Platform App supports the tracking of hazardous waste through declaration, testing, storage, and disposal—providing knowledge of inventory, controls on movement, and identification of incorrectly processed items.

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“Deloitte is dedicated to helping clients move from sustainability and climate commitments to action. By leveraging the ServiceNow platform, we are able to help organizations stay ahead of the increasingly complex regulatory environment as they transform. ServiceNow has a proven track record of driving change. With this series of solutions and offerings, clients have visibility into their sustainability risks and opportunities and can use these insights to make informed decisions for their business in order to increase their resilience and adaptability.”

**Jennifer Steinmann**

Global Sustainability & Climate Practice Leader, Deloitte

**Geographic availability**

AMS and EMEA  
APJ coming soon



## Fujitsu ESG consulting service

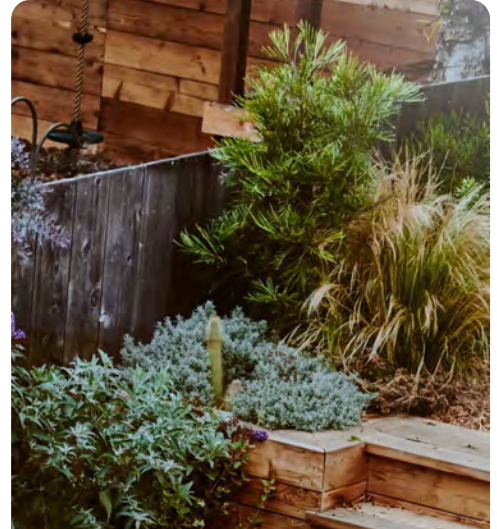
Today's business leaders are more inspired than ever to prioritize people and the planet—but it's not always easy to bring those ambitions to life. Fujitsu's ESG consulting service, powered by the Now Platform, helps organizations drive meaningful, responsible change by moving environmental, social, and governance initiatives from aspiration to action.

With a unique consulting methodology from Fujitsu Uvance—and ServiceNow's ESG Management and Reporting software—we provide a transparent and all-encompassing solution for ESG data recording, management, and reporting. Our offering helps you gain a clear view of your current ESG initiatives, define your targets and key metrics for success, deploy the right technology and strategy to achieve your goals, and measure progress with seamless, transparent reporting.

Together, ServiceNow and Fujitsu help you deliver real impact and gain momentum from your ESG program by effectively integrating ESG activities into the daily operations of your business.

### Outcomes:

- Collated ESG data in one central repository
- Increased ESG awareness through detailed data reports, meeting disclosures, and reporting needs
- Improved decision making with credible data to support claims
- Effective management of overall ESG initiatives



"Sustainability is at the heart of what we do, and through Fujitsu Uvance we are helping customers to connect people, technology, and ideas to create a sustainable future. Fujitsu's ESG consulting service, powered by the Now Platform, helps customers move from ambition to action, for end-to-end sustainability and meaningful, responsible change."

#### **Sukhvinder Singh**

Vice President, Head of Uvance Business Applications, Fujitsu

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**Geographic availability**  
AMS and EMEA  
APJ coming soon





## RSM ESG Advisory Services, TROI Planner, and Enterprise GRC

### RSM ESG Advisory Services

RSM's ESG team advises private and public companies on ESG readiness, strategy development, and the incorporation of ESG metrics into corporate decisionmaking and strategy, to improve both long-term organizational performance and societal outcomes. Examples of services offered to its clients include advising on reporting alignment, KPI development, materiality assessments, stakeholder mapping, and broad strategy development.

### RSM ESG integration powered by Total Return on Investment (TROI) Planner

The TROI Planner brings a tool to the market that can help an organization proactively manage and improve its ESG scores. TROI enables companies to prioritize ESG initiatives and make better informed business decisions related to their ESG program. The TROI Planner allows companies to:

- Understand how to integrate ESG into company strategy while increasing their ESG score or risk rating
- Address greenwashing concerns by providing systemic, data-driven quantitative solutions behind ESG claims
- Gain better understanding of which ESG initiatives to execute, and have the ability to integrate with SPM (Strategic Portfolio Management) for project execution
- Correlate organization value creation

#### ESG Outcomes:

- Improve visibility to ESG score impacts through ESG initiatives
- Better transparency to indicate viable business practices
- Creating a space to make informed decisions in strategy planning to incorporate ESG
- Ability to develop and identify initiatives that improve ESG performance and financial outcomes
- Attract investors, consumers, and workforce



"ESG is now an essential component of a company's business model and strategy due to changing stakeholder and investor expectations. This tool allows organizations to meaningfully integrate sustainability into their strategy and operations."

#### Alex Kotsopoulos

Partner ESG Advisory Services  
Co-Leader, RSM US LLP

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Geographic availability  
United States



## RSM Enterprise Governance, Risk, and Compliance (GRC)

RSM's GRC team enables and innovates governance, risk management, and compliance capabilities to increase efficiency, visibility, and consistency. Our end-to-end governance risk and compliance program includes deployment roadmaps, design, and configuration of ServiceNow's IRM solutions around risk, compliance, security operations, issue management, business continuity, and ESG programs.

### IRM Outcomes:

- Ability to drill down risk from enterprise to individual asset level
- One central place to view all risks from different sources
- Transparency on who owns the risk and its control effectiveness
- Allows leadership to take risk-based decisions

"By including ESG as a component within the ServiceNow IRM solution, we can better help our clients make centralized and informed decisions on operational strategy through consideration of ESG, operational risk management, and other KPIs."

#### **Dhawal Thakker**

Principal - Cyber Risk,  
National Leader IRM Services on  
ServiceNow, RSM US LLP

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Geographic availability  
United States



## DXC Green Ops: ESG Data Intelligence and Reporting Management

ESG reporting is a complex and evolving environment. Manual processes, siloed data, and inadequate technology can't keep pace with coming changes. Now is the time to lay the foundation and pressure test results in advance of looming mandates.

DXC Technology's ESG Green Ops offering expands on the capabilities of the ServiceNow' ESG Management module to provide differentiated metric data analysis and reporting capabilities that enable an automated, efficient process and enhanced user experience for capturing, visualizing, leveraging, and publishing ESG data.

This offering is comprised of a suite of DXC future-ready apps built on [DXC Platform X™](#) and tightly integrated with ServiceNow. Customers benefit from DXC's experience and data-driven insights from managing mission-critical systems for thousands of customers and millions of assets.

### Outcomes:

- Future-ready data foundation to rapidly respond to change
- Heavy lifting via partner to elevate internal focus to strategy and outcomes
- High-quality, professional output with assurance of data integrity and audit readiness
- Automated and efficient operations with a "capture once, report many" disclosure capability
- Enhanced user experience with powerful visualizations for better decisionmaking
- Actionable insights to drive what's next



"Customers, investors, and employees care about how their company addresses environmental, societal, and governance issues. They want focus on real changes that make a difference in the world. DXC Technology's ESG Green Ops offering, which brings together ServiceNow and DXC innovation, creates the critical foundation for data-driven insights and agile reporting that help companies embed sustainability into their culture going beyond compliance for lasting impact."

**Sue Ann Averitte**  
Vice President, ESG,  
DXC Technology

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Geographic availability  
Global



## NTT DATA Enterprise DX Platform for ESG

Across the globe, regulations and stakeholder expectations around ESG are intensifying. But manual efforts and lack of visibility make it challenging for organizations to drive ESG progress. At a time when accurate disclosure of ESG information is increasingly important, leaders need a unified approach that provides sustained impact and value.

With Enterprise DX Platform for ESG, NTT DATA unlocks the power of employees to drive ESG progress across the enterprise –building a more sustainable, equitable, and ethical future. Now, you can visualize and orchestrate ESG measures to deliver company-wide impact and growth, while also streamlining your ESG business processes to create a breakthrough digital experience that drives employee engagement and buy-in. Enterprise DX Platform for ESG helps you mobilize your ESG strategy with forward-looking management that allows you to iterate in response to changing conditions.

By integrating and unifying ESG processes, elevating digital experiences, and achieving operational excellence, you can engage and empower your employees for accelerated, sustained ESG value.

### Outcomes:

- Refined data collection flow
- Accurate tracking and auditability of sustainability impact progress
- System unification
- Business digitalization
- Faster time to sustainability goals



“At NTT DATA Corporation, advancing environmental, social, and governance (ESG) goals is a key priority. Having partnered with ServiceNow to enable AI-powered, end-to-end workflow management, we have seen how ServiceNow capabilities can accelerate key business initiatives across industry verticals. Building on the success of that partnership, we are excited to leverage the new ServiceNow ESG Management solution as we continue our path to create a more sustainable future and find ambitious solutions that can scale and evolve over time.”

#### Tomoyuki Azuma

Director, ServiceNow Business Section, Datacenter & Cloud Services Business Division

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Geographic availability  
Japan



## Aguaro My IT Footprint

The environmental impact of digital technologies on greenhouse gas emissions, among others, is raising concerns. To meet growing societal expectations, changing regulations, and the challenges of hiring younger workers, organizations need to adopt or continue to develop a sustainable IT approach.

My IT Footprint is a ServiceNow-certified application that powers end-to-end management of your sustainable IT journey. With IT processes deployed on a unique ServiceNow instance, you can leverage the possibilities of automation and integration to reduce carbon emissions and e-waste while maintaining efficient services.

The solution comes with all the necessary data to make it easy to use and quick to deploy regardless of the current level of green IT maturity.

### Outcomes:

- Measure at lightspeed against various KPIs—including carbon footprint, e-waste, and lifespan—with details and breakdown by country, supplier, application, cost center, etc. for all of IT services
- Manage quantified reduction action plans and secure targets based on measurement results
- Empower IT teams to do their part and improve their practices
- Value progress year after year and compare and communicate successes
- Raise awareness and engage employees and users



"I believe that IT services—and even all enterprise services—should be empowered with tools to manage their own carbon spend, because they are in the best position to optimize it. And because this requires a real change in practices, the solution must be integrated into their favorite day-to-day management tool: ServiceNow.

With My IT Footprint, automation frees our customers from tedious measurement exercises—we give them the means to be more efficient and to quantify valuable progress."

**Mathieu Poulard**  
CEO, Aguaro

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Geographic availability  
Global



## EmissionBox Emissions Monitoring and ESG Action Platform

New regulations, ESG standards, investors, and the public are demanding action against greenhouse gas emissions. Many industries, such as the energy sector, must act quickly. But existing methane detection can be intermittent, cumbersome, and very expensive.

ServiceNow and EmissionBox provide a technology platform for oil and gas companies, government agencies, and regulators to identify, quantify, and automate remediation of greenhouse gas emissions, while providing ESG action evidence. Our Emissions Monitoring solution is highly scalable, low cost, and easy to deploy.

With cutting-edge sensors—the first in the market to combine the precision of tunable diode laser absorption spectroscopy (TDLAS) and affordability—you can continuously quantify emissions at production sites. Our ESG Action Platform—powered by data and workflows from ServiceNow—maintains inventory across all sites, equipment, and emissions, while automating remediation activities and providing automated ESG reporting.

Through the combined power of the platform, you can prepare for evolving regulations, reduce costs, and provide evidence of your ESG commitment.

### Outcomes:

- Stand out from competition by demonstrating ESG action
- Achieve emission reduction results quicker and cover more ground with fewer resources
- Lead innovation in energy transitions and be prepared for what tomorrow brings

“Greenhouse gas emissions reduction and management has become a mega-trend not only in the energy industry but for the broader public. COP26, Infrastructure Bill, Inflation Reduction Act, raise of ESG-based accountability, and investors' scrutiny require decisive action from oil and gas companies, government, and regulators. With millions of production sites to monitor and manage, it is imperative that organizations use the right tools to achieve measurable results at scale, while maintaining low costs and maximizing digitization. ServiceNow and EmissionBox's joint efforts bring a fully integrated Emissions Monitoring and ESG Action application to the market, combining state-of-the-art sensor technology with the best-in-class data and workflows Now Platform.”

**Alexey Klimenko**  
CEO, EmissionBox

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Geographic availability  
Global



## Interos Vendor Risk Management Integration

The rising prominence of ESG globally reflects a moral and operational imperative: businesses will be held accountable for their actions and the future of our planet.

At Interos, we map, monitor, and model your extended supply chain to get in front of ESG disruptions that can cost companies up to \$35M in annual revenue losses alone. Without real supply chain visibility, businesses will continue to struggle to determine what to assess and how to continuously monitor.

Through our integration with ServiceNow, leaders can see their ESG commitments, as well as their risk, down to five or more tiers in their supply chain. The Interos ESG risk methodology analyzes firm and country-level risk elements for a holistic assessment of environmental, social, and governance issues.

### Outcomes:

- Visibility into pollution and resource consumption, environmental protection, fair pay and labor practices, workforce diversity, ethical labor, and reporting standards and transparency—through more than 40 attributes assessed at the firm and location level
- Monitoring and alerts on environmental, labor, social, governance, and accountability issues

"The supply chain is the heart of any organization and there is an urgent need to provide robust supply chain solutions that ensure business continuity and sustained long-term growth. Adding to this is the executive accountability and consumer focus on a company's ESG posture. This first-in-the-market integration with ServiceNow demonstrates the powerful solutions that can provide a comprehensive view of risk in a single platform."

**Vinay Kapoor**  
SVP Product, Interos

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**Geographic availability**  
Global (with restrictions)

# Arcadia

## Arcadia Utility Cloud

With Arcadia's Utility Cloud, organizations can connect to automated utility data for smarter energy decisions, accurate reporting, and insights. Utility Cloud automatically aggregates the utility and energy data you need from thousands of electric, natural gas, and water utilities across the globe. Complex utility data is streamlined by the platform's cloud-based, intelligent technology and formatted into our data model to analyze and determine the most optimal results.

And now, Utility Cloud is integrated into the ServiceNow ESG Management Module. With this connection, your utility data will now feed directly into the ServiceNow ESG solution—providing automated data to help you achieve your sustainability reporting goals more easily and more accurately.

"If organizations can't access their utility data, not only can they not benchmark it, they can't act on it. The next step is, how do you affect carbon emissions? Now that you have a sense of it, what are you actually going to do with it?"

**Kiran Bhatraju**  
Co-Founder & CEO, Arcadia

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**Geographic availability**  
Global (with restrictions)







## Wipro Edgile ESG Command Center Quick Start

Scrutiny of ESG risks by investors and customers is growing. A tidal wave of ESG reporting mandates looms across markets globally. Yet, when it comes to investing in ESG management solutions, few proven strategies exist. Innovation is requisite.

To support these requirements, the ESG Command Center "Quick Start" delivers foundational ESG capabilities on the ServiceNow platform in a matter of weeks at a fixed price. The offering allows leaders to act fast, start small, and plan ahead for future iterations.

Wipro's Edgile Quick Start program is a guided journey leveraging accelerators and templates to facilitate client-influenced solution builds that enable foundational risk and reporting capability.

ESG Management integrates with Integrated Risk Management, Vendor Risk Management, and Strategic Portfolio Management—uniting sustainability and ESG with core business operations.

### Outcomes:

- Obtain quantified ESG outcomes at fixed prices
- Define technical roadmaps for ESG compliance
- Leverage accelerators and templates



With ESG Management, ServiceNow and Wipro have found another plane of alignment in our joint vision to help our customers succeed in a changing world through the power of the Now Platform. Recognizing that sustainability is a core and growing strategic concern for all businesses, we are invested and energized to help customers realize the value of the ServiceNow integrated solution for managing sustainability-related undertakings.

**Tony Buffomante**  
Senior Vice President,  
Global Head of Cybersecurity  
& Risk Services, Wipro

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Geographic availability  
AMS and EMEA



"Technology and innovation are critical components, accelerants, and drivers to helping businesses achieve their sustainability goals faster. The Now Platform supports organizations in developing workflows and ensuring all critical stakeholders have access to one centralized system of action. Our ESG Management solution and its interconnectivity with Strategic Portfolio Management and Integrated Risk Management allows organizations to automate and streamline, prioritize, manage, and report on all ESG initiatives across their organization.

With the combined power of ServiceNow and the expertise and guidance led by our partner ecosystem, businesses are empowered to mature their ESG programs and make informed, data-driven decisions that improve processes across the organization, accelerate time to value, and have a notable impact on their sustainability goals."



**Maria Hart**

Global Partner Acceleration,  
ESG, ServiceNow

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