

# Ride the 4th Wave: Reimagine Service Experience with Purposeful AI



## The 4th Wave – AI Revolution

A wave that will amplify human potential, enabling us to do more of what we love and freeing us from routine. The AI revolution is driven by purposeful Artificial Intelligence, with machine learning, intelligent algorithms, and automation and there's a visible change in the way the world is changing:



Driverless cars are already on the street



Medical robots are helping diagnose patients and perform surgery



Chatbots are providing customer service



Robo-advisors are giving financial advice

The future of every business is 'DIGITAL' and the 4th Wave is truly upon us, and we are helping organizations like yours ride the wave successfully, fulfilling their organizational needs



## Solutions to 'Reimagine Service Experience'



### AI with ServiceNow

- Chat Bots, Machine Learning, Natural Language Processing, Predictive Analytics



### Taking ServiceNow beyond IT

- HR, Project Portfolio Management, Security Ops, Business Apps like Store Operations Desk, Restaurant in a Box etc.



### ITSM Solutions

- Mobile App, Self-Service Portal, Service Catalog, SIAM, Software License Management, End-to-end ITSM processes, Executive Dashboards etc.



### ITOM Solutions

- Business Mapping, Password Reset, Orchestration and Cloud Management



### CSM and Custom Apps



## Achievements



## Success Stories



### A leading American food manufacturing company

Delivered an end user portal with chat and self-service capabilities to report, track and request services

- 20% tickets raised through Self-Service within 6 months of implementation
- Elevating user experience through initiatives such as 'PC upgrade' and 'Mobile upgrade' on self-service portal
- Unique way of increasing customer satisfaction by providing persona based services across the organization
- ~30% increased usage of knowledge articles driving faster resolution



### A leading American Fast Food and Hamburger chain

Implemented a comprehensive Service Management solution by deploying ServiceNow ITSM, ITOM, Orchestration, Mobility and other cutting-edge capabilities

- Unified integration and SIAM solution to reduce integration T2M (Time to Market)
- AI to auto-categorizes incidents based on historical tickets and patterns, reducing MTTR
- ~25% of the tickets are created by Self-Service and the portal to reduce calls to ServiceNow
- Business Service Mapping to understand impact due to Infrastructure outages and Unified dashboards for real-time insights



### A leading Swiss Biotechnology company

Enabled a single Service Management Platform for Business Services encompassing IS, Finance and HR

- Aggressively on-boarding new Business Services and continuously improving end user experience
- High transaction volumes supported seamlessly across IS, Finance & HR

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'Reimagine Service Experience with Purposeful AI'