

EVIDEN

Envision AI with Eviden

**Ensuring Success of
Now Assist with ServiceNow**

Approaching the crest of the AI wave

AI has become an integral part of our daily lives and is transforming industries across the board. From navigation apps and speech-to-text tools to facial recognition, AI is enhancing customer service, increasing efficiency, and empowering employees.

The question is no longer "if" but "when" to advance your AI maturity, as every industry, organization, and leader faces this opportunity.

Benefits of Now Assist AI and Generative AI



Proof of Value

Building a business case for deployment of Now Assist can be daunting. Identification of the value vs the cost is critical. Our consulting team can assist you in building this all important justification for the deployment of Now Assist.



Use Case Identification

Break through the hype!
With our consulting team we can help you identify how Now Assist can generate the most benefit in your organisation



Governance

What entities should be established and how can Now Assist be rolled out?
How to innovate whilst being responsible with AI ensuring Humans and AI co-exist



Security

Addressing security concerns, what data should be shared with which model?
Now Assist ensures that data is retained in your instance only.



Ethical AI

How to setup and regulate the AI organization and foster a 'responsible' culture



Legal Regulations

Complying with varying regulations on AI and its usage.
Now Assist's instance specific implementation ensures compliance.



What should you be asking yourself when approaching your AI journey?

- What are the use cases that will generate the most value?
- Who are the personas who will use Now Assist?
- How Can I leverage Now Assist?
- How will we integrate GenAI into our processes?
- How can we train people to leverage the power of GenAI?
- What are the risks and how can we manage them?



And when you ask the questions, where do you go for the answers?

Of utmost importance is a consultative approach in navigating AI integration complexities. Consultants play a critical role in aligning AI initiatives with business strategies and overcoming siloed data challenges to ensure successful digital transformation and value realization from AI investments.



Governance

Strategy, roles, responsibilities

Business Transformation is more than technical delivery.



Responsible Ethos

Trusted, ethical, explainability

Digital transformation is all about making your business smarter, more efficient, and ready for the digital age. It's not just a buzzword; it's about achieving real results.



People Enablement

Skills, training, culture

When we talk about digital transformation, we're not just talking about fancy gadgets or software. It's about helping you make your investments in technology pay off. We want to help you cut down on risks, work smarter, and align your processes with your business goals. That's what we mean by digital transformation.



ServiceNow Now Assist

The Agile Way

Sure, technology is a big part of it, but it's not the whole picture. It's about changing the way you work, adapting to new challenges, and staying ahead in a rapidly changing world. That's the down-to-earth truth about digital transformation.



Monitoring and Control

Supporting the pyramid

Its not uncommon to find customers with flawless project implementations. Everything looks perfect on paper, yet they didn't achieve the outcomes and value they were aiming for.

That's where our Advisory Services come in. We're here to tackle the root causes of transformation failures.

The 'Now Value Methodology'

Looking at the typical approach or operating model for ServiceNow engagements and projects, and how the project's progression is structured, there are three key phases in the 'Now Value Methodology', and each one is vital for success.



The **Envision** phase is where you plan for your future state, you review your organizational objectives and priorities, you evaluate options for solutions, you create business cases based on forecast benefits, and decide on a course of action. The Envision phase ends with a sound business case in which stakeholders are aligned.



The **Create** phase is the technical project where the solution is implemented. This can be delivered in-house, by ServiceNow, or through a partner. These projects are regularly successfully delivered against the Scope of Work. The Create phase ends with the go-live.



The **Validate** phase is what happens after the project. This is BAU working, where you should be capturing leading indicators to ensure you're on track to deliver the forecast benefits, where you should be capturing lagging indicators to demonstrate to the business that you're delivering value. The measure phase doesn't have an end and should be set up as an ongoing partnership between you, your partners and ServiceNow.

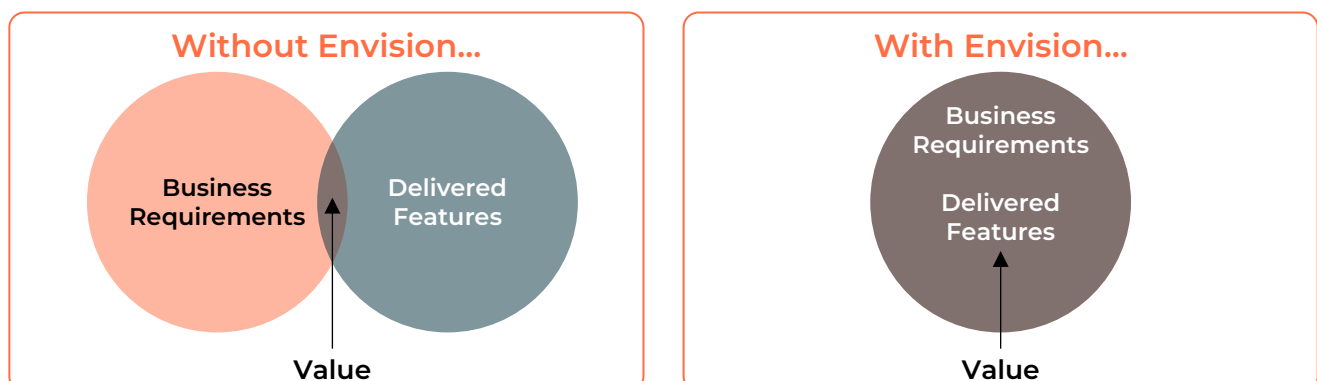
So, that's how the engagements should work – with three key phases.

In reality, what we often observe is that teams jump straight into the "create" phase of a project. However, this approach poses a significant risk of failing to realize the anticipated benefits and value. Without dedicating adequate time and attention to the "envision" phase, there's a danger that the work won't align with business priorities, and the overall return on investment and time to value will be affected.

Similarly, the "validate" phase is frequently neglected or given insufficient thought, resulting in crucial activities for maximizing platform benefits being overlooked. This missed opportunity to track performance against forecasted benefits and address issues can make it nearly impossible to report on the benefits or demonstrate return on investment. The inability to measure benefits also makes it more challenging to secure funding for future projects.

Our Advisory Services focus on highlighting the key elements to include in both the "envision" and "validate" phases, setting you up for success in the project and ensuring long-term success with the platform.

What does success look like with Envision AI?



About us

Eviden's ServiceNow Practice, the Centre of Excellence for Enterprise Service Management and Service integration.

A recognized leader with ServiceNow with 20 years of cumulative experience, over 500 experts and 1,300+ certifications across Europe, India and the USA. The Practice has over 15 years as a ServiceNow Partner and delivered many 100's of projects delivered for customers across all industries and boasts the highest level of certification for architecture.

Recognized by ServiceNow as an Elite member, in the top 16 of 1,600+ ServiceNow partners, and were ServiceNow's leading global CSAT partner for 2021/2022 – Ranked overall #1 Voice of the customer 2021 & 2022.

Contact servicenow@eviden.com to discover more

EVIDEN

About Eviden¹

Eviden is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 47 countries. Bringing together 47,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion.

¹ Eviden business is operated through the following brands: AppCentrica, ATHEA, Cloudamize, Cloudreach, Cryptovision, DataSantics, Edifixio, Energy4U, Engage ESM, Evidian, Forensik, IDEAL GRP, In Fidem, Ipsotek, Maven Wave, Profit4SF, SEC Consult, Visual BI, Worldgrid, X-Perion. Eviden is a registered trademark. © Eviden SAS, 2024.

Connect with us



eviden.com