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Generative AI is reshaping the business world. Use it to transform yours.

Generative AI (GenAI) is on the mind of many business leaders. And it's rapidly being embedded in business software, too. That includes enterprise-level platforms for managing IT, e-commerce, customer experience, human resources, supply chain, and finance. Yet, simply having GenAI tools—even in platforms you already rely on—doesn't guarantee strong outcomes. Enter Deloitte's Operate services. Deloitte practitioners can help you take the GenAI capabilities embedded in enterprise platforms, like ServiceNow, and make them your own by training, tuning, managing, and optimizing them for your specific business needs.

Fuel efficiency and spark innovation with Deloitte's Operate services

Translate GenAI capabilities into tangible business value with next-gen Operate managed services from Deloitte, accelerated by ServiceNow.

Move with confidence
Advance past incremental GenAI adoption and navigate uncertainty with leadership who understands AI is more than just a technology. Gain access to curated data, engineering, and management services to help scale capabilities across the business.

Innovate through efficiency
Help optimize processes across your business and unlock operational investments with the power of the Now Platform and Deloitte Operate Managed Services. Access Deloitte's proprietary Deloitte Ascend™ to build tailored GenAI capabilities and seize a market advantage.

Measure your impact
Monitor, measure, and govern your efforts to prove efficiency gains and elevate outcomes—opening the door for ongoing innovation. Gauge and benchmark your success across use cases through Deloitte's Value Realization dashboards and help boost workforce productivity to spend more time on strategy, innovation, and operational improvement.

The State of GenAI in the Enterprise: Now decides next

This ongoing report series from the Deloitte Global AI Institute™ can help you stay informed on GenAI trends, emerging use cases, adoption speed, and more throughout 2024. Scan or click the code to download the latest report.

Put Now Assist to work for your business.

ServiceNow can make it faster, more intuitive and safer to put GenAI workflows to work for you and your people. With ServiceNow, you're not locked into a single foundational model because Now Assist workflows can tap multiple large language models (LLMs)—including public and private ones—giving you the flexibility to customize and scale in whatever way fits your business and regulatory environment.

Maintain control:
Now Assist works as a neural center for GenAI workflows. Deloitte practitioners can use Now Assist to efficiently create and test API-type workflows that leverage the power of foundational LLMs, while securing proprietary data and processes.

Apply leading practices:
The ServiceNow platform's GenAI plug-ins come with current leading practices built in, facilitating the generation of outcomes across a range of applications in IT service management, customer service management, HR service delivery, code creation, and field service management.

Build on tested capabilities:
With Now Assist, Deloitte practitioners can quickly tailor building-block capabilities that help enhance the quality of outcomes and drive differentiation, while improving efficiency by up to 50%. Examples include summarization, code assist, content generation, filtering and data masking, sentiment analysis, and more.

Help generate confidence and value with Deloitte's Operate

With GenAI, speed to value matters. The sooner you implement Now Assist, the greater its impact can be. As a ServiceNow Global Elite Partner, Deloitte can help you realize the potential of Now Assist tools by customizing and fitting them to your business, data, and outcomes, as well as service delivery.

Advise:
Deloitte practitioners help clients establish processes, enhance governance, improve data quality, build GenAI fluency in house, and elevate outcomes, across a range of use cases and GenAI modalities, and apply them within the ServiceNow platform.

Implement:
Deloitte teams create, train, and optimize the AI plug-ins in Now Assist to help you personalize experiences, optimize costs, resolve incidents faster, generate new business capabilities, and deliver difference-making analytics and insights to your teams. In addition, we offer foundry services and can build private LLMs and integrate them with ServiceNow.

Operate:
To deliver services, Now Assist's GenAI tools, as well as our own Deloitte Ascend™ platform, help improve teams' productivity through automation, reduce the number of seat licenses required, and apply a greater percentage of our time to strategy, innovation, and operational improvement.

Trending use cases that help generate efficiency and quality

- Autonomous incident resolution and triaging
- Text-to-code creation for end-to-end automation
- Anomaly detection, resolution, and proactive maintenance
- Predictive trend analysis and resolution
- Workforce analysis across compensation, skills, and training
- Content generation for field service management
- Personalization for a range of customer communications

Get in touch

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