

2026 WORKFLOW AUTOMATION OUTLOOK

FROM INSIGHTS TO IMPACT: *CONNECTING THE AI-FUELED ENTERPRISE IN 2026*





TURN INSIGHTS INTO LASTING IMPACT FOR 2026:

| | |
|--|-----------|
| <i>AI-READY ARCHITECTURE</i> <i>ENABLING THE FUTURE</i> | 4 |
| <i>PROCESS TRANSFORMATION</i> <i>WITH AI INNOVATION</i> | 6 |
| <i>GOVERNANCE AS A</i> <i>GROWTH ENGINE</i> | 7 |
| <i>LEAD WITH SERVICE,</i> <i>WIN WITH CRM</i> | 9 |
| <i>TURNING TRANSFORMATION</i> <i>INTO OUTCOMES</i> | 10 |

A WORD FROM KEVIN CORCORAN

In each corner of the enterprise, artificial intelligence (AI) has moved from conversation to impact. But 2026 isn't about what AI can do—it's about what you can trust it to do.

This is the inflection point where experimentation becomes orchestration. Where thousands of agents across systems, platforms, and clouds can act in concert. Where governance can fuel confidence without constraining it.

A connected ecosystem is being designed where human and machine collaboration can drive end-to-end outcomes. And as one of the largest ServiceNow customers, Deloitte has experienced firsthand how this united platform can help streamline processes and accelerate transformation across the enterprise. It's how organizations can evolve from isolated automation to autonomous intelligence, and from pilots to measurable performance at scale.

As leaders in workflow transformation, Deloitte sees these as five defining forces that help shape what's next around the globe:

1 AI-ready architecture can help turn complexity into confidence.

4 Autonomous action can power customer relationship management (CRM) innovation.

2 Tech transformation starts with process transformation.

5 Business value can mean more than feature volume.

3 Governance doesn't slow innovation; it enables it.

A well-orchestrated enterprise isn't a destination—it's a capability. And these trends can help define teams' ability to move fast, scale responsibly, and deliver with confidence in the year ahead.

Together, let's build for the future of intelligent impact.



Kevin Corcoran

Global Chief Commercial Officer
ServiceNow Alliance
Deloitte Global

POWER INNOVATION IN YOUR INDUSTRY, IN EACH CORNER OF THE BUSINESS

Deloitte and ServiceNow are bringing these five facets of workflow transformation to life—tailored by industry, powered by data, and built for scale. In each sector, these efforts don't just modernize; they revolutionize.

By co-creating solutions for an agile, connected enterprise, each industry can make transformation tangible and persistent. Here are a few ways industry is pushing the envelope in 2026:

Financial Services

Banks, insurance brokerages, and wealth management firms tap secure, automated workflows to manage highly regulated recurring tasks, controls, and incidents.



Life Sciences & Health Care

The health care sector gives time back to clinicians and technicians with AI-enabled workload visibility and task automation.



Technology, Media & Telecom (TMT)

Telcos are transforming connectivity through automated operations and predictive, data-led customer engagement.



Energy, Resources & Industrials

Manufacturers combine Agentic AI with operational technology service management to automate incident resolution and optimize shop floor operations.



Government & Public Services

Administrations and agencies navigate data residency mandates with sovereign-by-design cloud infrastructure.



AI-READY ARCHITECTURE ENABLING THE FUTURE



How will you lay the foundation for success in an AI-enabled world?

Enterprises may be rethinking business architecture as a living system—one that learns, adapts, and connects at scale. The goal: a cohesive tech stack with minimal fragmentation that unites data, workflows, and AI agents. By layering safe and trustworthy AI across these connected systems, organizations can make informed decisions in complex environments with confidence.

INDUSTRY INNOVATION IN ACTION

ENERGY, RESOURCES & INDUSTRIALS

Trust in AI begins with the right foundation in governance and collaboration. Orica, a global leader in mining and infrastructure solutions, identified the need for AI governance and adoption metrics to reduce manual processes and support value-based prioritization. By collaborating with Deloitte and ServiceNow, Orica implemented the AI Control Tower with an Ideation Portal to streamline AI requests, creating centralized visibility of AI assets and risk assessments. These can be executed across the life cycle of AI asset development, migration to production, and ongoing monitoring and value realization for their AI Center of Excellence and IT teams, leading to:

 **Increased transparency of priorities**

 **Reduced effort managing documents and risk assessments**

“With the pervasiveness of AI, architecture, data, and visibility are the threads that must stretch across the enterprise. It’s not just a technology challenge but a readiness mindset for the enterprise. Deloitte is helping clients think about how their infrastructure evolves to support Agentic systems, trustworthy AI, and hybrid operations without breaking what already works. When you get the foundation right, other priorities—speed, safety, scale—can finally move together.”



Krishnakant (KK) Dave
Partner, North, Central, and South America
ServiceNow Alliance leader
Deloitte Consulting LLP

TURN INSIGHTS INTO IMPACT

-  **Climb the AI Control Tower**
Gain visibility and oversight with your own command center for orchestrating ServiceNow and third-party AI agents through unified governance and trusted life cycle management. [Learn more.](#)
-  **Architect for adaptability**
Design infrastructure that’s built to evolve. In multi-vendor, multi-cloud environments, prioritize a platform that helps to enable seamless interoperability between data and agents, allowing innovation to accelerate without disrupting enterprise systems.
-  **Scale with a trusted foundation**
Apply first-to-market implementation knowledge and experience to standardize governance with AI Control Tower across growing ecosystems, providing a single pane of glass across AI assets, usage, performance, and value.

BUILDING THE CONNECTED ENTERPRISE

By integrating clean, contextualized data at each layer of the business, ServiceNow helps enterprises sense, decide, and act with AI to enable architecture that unites workflows and establishes trust. With silos minimized, agility accelerates, and complexity can transform into action.



SERVICENOW AI CONTROL TOWER

System, identity, and device governance

Take control of enterprise AI from a central intelligent command center to connect your AI identity and discovery, risk, and value generation across each enterprise system with agent-to-agent interoperability.



AI EXPERIENCE LAYER

Any AI experience on a connected system of action

Integrate each touchpoint—including enterprise search, apps, chat, web, and more—across business functions with ServiceNow, delivering a frictionless experience layer for employees and customers alike.



SYSTEMS OF RECORD

A unified enterprise data core

CRM, enterprise resource planning (ERP), and human resources (HR) systems form an important component of your enterprise, anchoring data integrity and business truth. ServiceNow overlays these platforms to connect, normalize, and activate data across functions.



CLOUD STRATEGY

Trusted infrastructure at scale

As the foundation of a well-connected enterprise, secure, high-performance hyperscaler or sovereign clouds can provide the compute power, resilience, and worldwide reach to help enable scalable operations.

“The AI Control Tower is resonating with customers I’m speaking to right now, because it gives you visibility and life cycle management of AI systems that simply didn’t exist before. There’s a huge amount of shadow AI projects emerging within enterprises, and that’s a bigger risk than what we saw in early cloud adoption. This is about bringing guardrails, auditing, and central control back to the enterprise—without slowing innovation.”



Amit Zavery

President, Chief Product Officer, and Chief Operating Officer ServiceNow



PROCESS TRANSFORMATION WITH AI INNOVATION



What do you unlock when you reimagine processes, not just tools?

AI is evolving from intelligence to initiative, reengineering how work flows throughout the enterprise. Firmly established processes are becoming adaptive systems of action, where localized, context-aware agents can collaborate across departments to complete complex tasks autonomously. In this new paradigm, these agent-enabled processes can learn, adapt, and improve continuously, combining human intuition with machine precision to drive transformation at an unprecedented scale and speed.

“Most organizations are still injecting AI into old processes. The real leap comes when you redesign workflows from the ground up with AI at the center—rethinking how work moves, who acts, and what’s possible when systems make decisions alongside people.”



Sander Treur

Partner, Europe, Middle East, and Africa
ServiceNow Alliance co-leader
Deloitte Consulting LLP

INDUSTRY INNOVATION IN ACTION

INFRASTRUCTURE, TRANSPORT, & REGIONAL GOVERNMENT

A major Giga City project is building its connected digital ecosystem on ServiceNow. By unifying IT, security, and city operations onto one AI-enabled platform, they are transforming how technology powers each experience, embedding AI-driven automation, predictive intelligence, and seamless service across its city.

30-40% efficiency gains in IT operations

25-35% reduction in IT tickets

15-20% improvement in employee satisfaction through personalized support, faster resolution, and a Generative AI-enabled portal

TURN INSIGHTS INTO IMPACT

- **Redefine process design with GBS**
Rethink workflows as adaptive, end-to-end systems rather than linear steps. Design processes that can learn from outcomes, using Agentic AI to navigate services that span business functions with global business services (GBS). [Learn more.](#)
- **Empower each builder**
Accelerate innovation with low- and no-code tools that let business users prototype, test, and deploy intelligent workflows safely—bridging the gap between operational insight and enterprise-scale automation.
- **Discover your industry advantage**
The tech investments you make today can drive tomorrow’s competitive advantage. IndustryAdvantage helps enterprises look beyond core enterprise functions to focus on strategic areas—commercial, products, and operations—to navigate disruptions. [Learn more.](#)

GOVERNANCE AS A GROWTH ENGINE



How can AI guardrails help you supercharge enterprise innovation?

As AI scales across systems and borders, governance becomes the blueprint for confidence—embedding trust, transparency, and compliance into each action. Smart, secure guardrails now power growth, helping enable enterprises to scale Agentic systems responsibly. From cloud sovereignty to data localization and trusted AI frameworks, governance is no longer an afterthought—it's the engine that drives sustained, auditable innovation.

INDUSTRY INNOVATION IN ACTION

LIFE SCIENCES & HEALTH CARE

Deloitte Germany, ServiceNow, and STACKIT joined forces to transform a German health care authority's system with a sovereign, automation-driven cloud foundation. This powerful collaboration redefined digital trust and innovation—delivering data sovereignty, seamless interoperability, and transformative experiences for health care providers, institutions, and citizens as they engage with the modern health care landscape. At launch, the environment established a strong foundation for knowledge management and enabled future expansion flexibility with:

200

IT Service Management (ITSM) users, with a roadmap to expand to 600 users across 90 services

99.9%+

availability for mission-critical health care operations

2,500

community profiles expanded on the company-specific platform

"There's absolutely no doubt that sovereignty is a top priority for many markets. But it's not just about regulation—it's about trust, resilience, and control in a world of shared infrastructure. Reliance on large public clouds has triggered serious conversations around optionality and continuity. Organizations are realizing that sovereign cloud isn't a safety net—it's the foundation of digital confidence."



Jochen Fauser

Partner, Europe, Middle East, and Africa
ServiceNow Alliance co-leader
Deloitte Consulting GmbH

TURN INSIGHTS INTO IMPACT



Operationalize trustworthy AI

Embed auditability, fairness, and transparency into each AI model. Pair that with monitoring systems that track AI agent behavior, decision outcomes, and data lineage to help ensure trust at enterprise scale.



Turn compliance into capability

Use AI to manage AI, guided by human oversight. Deploy control towers, policy engines, and intelligent audits that continuously validate data usage and compliance, freeing teams to focus on growth.



Learn more about the Deloitte, STACKIT, and ServiceNow sovereign cloud

THE GEOGRAPHY OF TRUST

As data volume grows and AI scales across borders, governance takes on new significance. Multinational and domestic enterprises navigate different rules, risks, and expectations, aligning governance frameworks to locally applicable realities without losing global momentum.

Around the world, leaders are redefining what responsible innovation looks like, turning regional priorities into collective progress.

AMERICAS

Governance in motion

Leaders are focused on operationalizing trust at scale by embedding trustworthy AI frameworks and governance directly into architectures. Their priority? Providing ROI while protecting ethics and transparency across rapidly expanding Agentic ecosystems.

EUROPE

Trust begins with the basics

Enterprises are balancing their AI ambitions with concerns over sovereignty and trust. Data quality and brilliant basics are top priorities, fixing foundations before scaling. Sovereign cloud and value-driven AI adoption define a region where trust and innovation must grow together.

MIDDLE EAST AND AFRICA

Compliance as capability

Governance is the bridge between ambition and adoption. From sovereign data policies to AI oversight, organizations are creating systems that invite global innovation while preserving local integrity and control.

ASIA-PACIFIC AND JAPAN

Turn oversight into opportunity

Enterprises are using governance to accelerate—not restrain—innovation. With AI readiness labs and trustworthy AI pilots, organizations are building systems for risk visibility, accountability, and rapid innovation across sovereign and hybrid environments.

LEAD WITH SERVICE, WIN WITH CRM



How can you turn a system of record into a system of autonomous action?

A service-led customer relationship management (CRM) doesn't wait for demand—it can predict it. By connecting customer service, sales, and operations data in real time, it's possible to spot signals before they become problems, trigger workflows that automate fulfillment or escalate opportunities, and deliver experiences that feel immediate and intelligent. Service-led CRM transforms each interaction into momentum, empowering teams to act faster, sell smarter, and serve with precision across channels.

INDUSTRY INNOVATION IN ACTION

TECHNOLOGY

An American analytics software company collaborated with Deloitte to unify CRM, configure, price, quote (CPQ), and back office capabilities, transforming fragmented quote-to-cash workflows into a connected, unified model. By integrating product, pricing, order management, and advanced configuration logic across Salesforce CRM/CPQ and ServiceNow|Logik.ai Complex Configuration Engine, Deloitte helped to enable seamless sales operations, reduced quote-to-order conversion down from two days to five minutes using the new product catalog, and improved customer engagement, delivering:

70+ front and back office sub-processes streamlined across CRM and CPQ

84 legacy applications retired

“Traditional CRM stacks split service, sales, and marketing into silos. What we’re building now is one platform for total visibility, where each customer journey—from first contact to renewal—is actioned through intelligent workflows. It’s CRM as an operating model, not a database—a living system of engagement that keeps the enterprise moving at the speed of its customers.”



Matt Dalton
Partner, Asia Pacific and Japan
ServiceNow Alliance leader
Deloitte New Zealand

TURN INSIGHTS INTO IMPACT

- Unify service and sales**
Connect customer touchpoints across service, sales, and operations to get value faster. Unified data reveals intent early, allowing teams to anticipate needs and act before concerns or opportunities surface.
- Personalize at enterprise scale**
Deliver context-aware customer experiences that adjust recommendations, communications, and actions in real time—infused with personalization that's automated *and* authentic.
- Redefine the quote-to-cash process**
Drive profitable growth, operational efficiency, and seamless customer experiences through a connected CRM and CPQ transformation. Unify sales, pricing, and fulfillment into a single intelligent workflow, underpinned by the Logik.ai high-complexity configuration engine.

TURNING TRANSFORMATION INTO OUTCOMES



How can you go beyond 'just keeping the lights on' to deliver innovation?

Enterprises are done chasing features—they're chasing results. Each workflow, platform, and dollar should prove its value in motion. In an AI-driven world, managed services can become a powerful engine for transformation, using specialized talent, automation, and intelligence to drive business evolution. The future belongs to organizations that treat transformation as a living discipline—measured in outcomes, not intentions.

INDUSTRY INNOVATION IN ACTION

Telecommunications

After years of service management development through M&A and evolving business needs, a communications company [tapped Deloitte's Operate services](#) to help untangle a web of complexity and develop a commercial model that would enhance capabilities and deliver continuous improvement. Underpinned by the ServiceNow AI Platform, teams delivered:

USD \$69M in net benefit

USD \$10.7M in savings

1

modern service platform that helps enable innovation at scale

"We're moving from transformation projects to transformation as a product—something you continuously build, release, and optimize. Operate teams are now the architects of value, applying AI and automation to measure and accelerate ROI in real-time. It's a change in discipline: outcome engineering, where impact isn't reported annually—it's delivered daily."



Steve Winsor
Partner, Canada
ServiceNow Alliance leader
Deloitte Canada

TURN INSIGHTS INTO IMPACT



Invest in value velocity

Treat transformation as a living cycle of experimentation, measurement, and innovation. The faster you act on insights, the faster outcomes are likely to scale across the business.



Tap into teams to reduce sprawl

Audit and refine your digital estate with Operate services. Retire redundant tools and reinvest in solutions that help to drive measurable results, because simplified ecosystems can drive faster outcomes and lower costs. [Learn more.](#)



Learn more about Operate to Transform

TURNING INSIGHTS INTO IMPACT AT DELOITTE

As a Global Elite partner, Deloitte doesn't just deliver innovation and impact—they define it. By harnessing the power of the ServiceNow AI Platform, Deloitte has transformed how it operates at scale.

What began in 2017 as a strategic alliance has become a catalyst for agility, growth, and AI enablement across Deloitte's organization as it continuously navigates market shifts. Today, ServiceNow helps to power Deloitte's unified system of action, where work flows seamlessly across teams, technologies, and geographies to connect each corner of its business.

With an intelligent, proactive approach to data, technology architecture, and AI, Deloitte enables its people to work smarter, innovate faster, and lead the way in enterprise transformation—both within and for their clients.

Deloitte has navigated the complexity of this journey. With first-hand ServiceNow experience, Deloitte firm teams are positioned to help clients orchestrate their business for impact.

 [Explore the case study](#)

IMPACT REALIZED

250K+

Deloitte individuals leveraging AI use cases

40%

reduction in time to resolve HR inquiries

20-60%

productivity gains in various business units

4-5x ROI

in operational efficiencies

740,000

AI-driven actions per year, fueling a 20% productivity boost

60+

tools replaced by ServiceNow

290%

surge in monthly usage post-ITSM deployment

38

cyber services united through ServiceNow

Together, Deloitte and ServiceNow are helping enterprises turn insights into impact—orchestrating a world where AI acts; humans decide, and outcomes accelerate.

At the crossroads of autonomy and orchestration, it's clear: insight, without impact, is becoming less of an option for organizations as they look ahead. The future belongs to those who turn intelligence into action, data into decisions, and trust into transformation to:

1

Build architecture for autonomy, layering AI-ready infrastructure across ERP, CRM, and cloud strategies.

2

Deliver process transformation through Agentic AI that no longer just recommends—it acts.

3

Reimagine governance as a growth engine as trust and transparency increasingly become this era's new competitive edge.

4

Redefine customer engagement with a service-led CRM that acts as the command center of the enterprise.

5

Prioritize value over volume, as the emerging winners are those who embed ROI into each workflow.

GET IN TOUCH TODAY



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