

Agentic AI is changing how work gets done. Use it to transform yours.



ServiceNow has moved beyond assistive AI. Agentic AI introduces autonomous agents that can reason, plan, and act across enterprise workflows, executing work end-to-end within defined guardrails.

These agents are now embedded across the ServiceNow platform, coordinating actions across IT,

customer, employee, and risk operations. As autonomy increases, so does the need for disciplined operation.

Deloitte's Operate services help organizations run Agentic AI-enabled ServiceNow platforms with control, reliability, and continuous improvement so autonomous execution delivers trusted business outcomes.

Fuel efficiency and spark innovation with Deloitte's Operate services

Turn agentic AI into trusted outcomes with Deloitte's Operate for ServiceNow.



Move with confidence

ServiceNow is moving from assistive AI to autonomous agents across enterprise workflows. Deloitte's Operate helps organizations move from pilots to production with the governance, observability, and control needed to run agentic AI at scale. With clear guardrails for agent actions, approvals, and data access, organizations can accelerate adoption while maintaining oversight, compliance, and trust.



Innovate through efficiency

Scale automation with a more disciplined operating model. Deloitte's Operate helps organizations apply repeatable patterns for agent design, integration, testing, and release so new capabilities can expand across workflows without creating unnecessary complexity or risk. The result is more efficient operations, faster deployment, and a stronger foundation for continuous innovation.



Measure your impact

Establish a clear value baseline, define the KPIs that matter most, and track progress against strategic objectives across implementation and operations. Deloitte's Vision to Value approach helps organizations compare actual results to expected outcomes, identify gaps early, and take corrective action based on evidence. The result is a more disciplined way to demonstrate business value and prioritize the next wave of improvements

The State of GenAI in the Enterprise: The untapped Edge

Deloitte's 2026 State of AI research shows AI is scaling, but impact and governance lag. Worker access to AI rose 50% in 2025, yet only 34% say AI is deeply transforming their business. Scan or click to get the latest report.



Put Now Assist to work for your business.

Now Assist helps move work forward, not just answer questions. Embedded in ServiceNow workflows, it can support multi-step execution across IT, HR, and customer operations, turning platform context into faster action and more intuitive experiences. Deloitte helps organizations put those capabilities to work in ways that drive measurable results.

Maintain control:

Govern agent connections with AI Control Tower and AI Gateway. Deloitte helps organizations establish centralized approval, lifecycle controls, and runtime visibility across MCP servers, tools, and agent activity, so automation scales with oversight, auditability, and confidence.

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:

Deloitte can tailor reusable building blocks (summarization, code assist, content generation, filtering and masking, sentiment, and more) to lift quality and speed. In targeted tasks, teams may see major efficiency gains, sometimes reported up to 50%, once adoption and governance are in place.



Operate ServiceNow with confidence at enterprise scale

Deloitte a Global Elite Partner helps organizations convert ServiceNow complexity into operational advantage by:

- Maintaining platform health, availability, and performance
- Governing AI-enabled workflows and automation
- Improving flow efficiency across incidents, requests, and changes
- Reducing risk tied to upgrades, releases, and configuration drift
- Creating capacity for continuous improvement without disrupting operations

Advise:

Establish the foundation to run Agentic AI at scale.

- Platform and agent governance
- Data quality, CMDB, and service modeling
- Outcome-based KPIs
- Agentic AI fluency across operations teams

Implement:

Build agentic workflows designed for production.

- Autonomous agent configuration and orchestration
- Secure integrations with enterprise systems
- Guardrails for responsible autonomy

Operate:

Run Agentic AI-enabled ServiceNow as a business-critical platform.

- Platform health and performance management
- Agent-driven service operations
- Release and upgrade execution
- Continuous optimization driven by insight

Representative Agentic AI use cases

- Autonomous incident triage and resolution
- Event correlation and proactive remediation
- Text-to-code and automation generation
- Predictive operations and anomaly response
- Workforce and skills optimization
- Intelligent case routing and resolution

Get in touch

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