

Envision AI with Atos

Ensuring success of now assist
with ServiceNow



Atos

| 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?

Are you tired of battling the challenges posed by your ever ever-expanding ERP systems? At Atos we understand the frustration that comes with managing the growing size and complexity of enterprise ecosystems. It's time to break free from the shackles of slow innovation, inefficient manual processes, and disappointing user experiences

- 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?



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

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.

Business Transformation is more than technical delivery.

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.

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. 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.

It's 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.



Governance

Strategy, roles, responsibilities



Responsible Ethos

Trusted, ethical, explainability



People Enablement

Skills, training, culture



ServiceNow Now Assist

The Agile Way



Monitoring and Control

Supporting the pyramid

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.

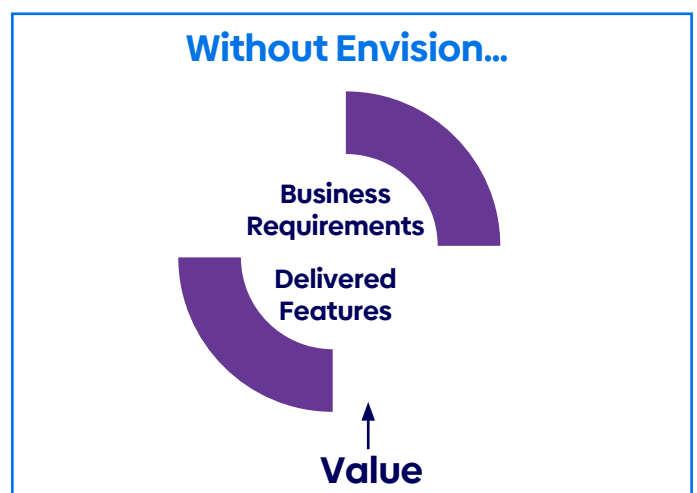
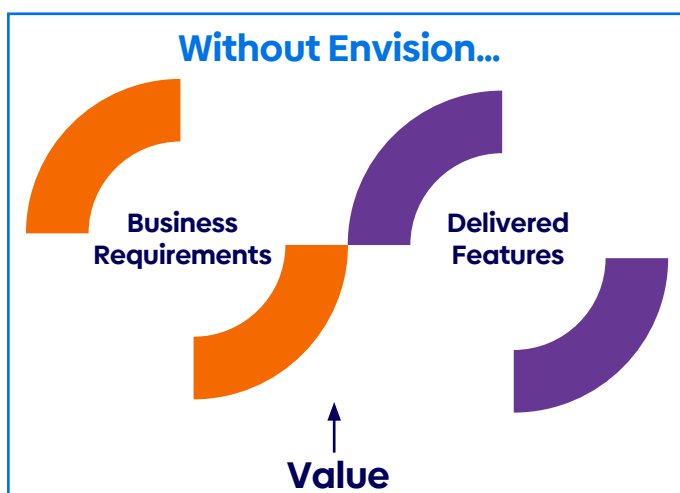
So, that's how the engagements should work – with three key phases.

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 Atos

Atos is a global leader in digital transformation with c. 78,000 employees and annual revenue of c. € 10 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 68 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.

The [purpose of Atos](#) is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us

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