

Top 5 tips for approaching your ServiceNow's now assist AI strategy in 2025



Atos

| **servicenow**

AI is revolutionizing various industries by significantly improving efficiency, enhancing customer experiences, and driving innovation. How?



Improving Efficiency

Now Assist excels at augmenting and automating routine tasks, allowing agents to focus on more complex activities. By leveraging Now Assist companies are gaining significant efficiency gains.



Driving Innovation

Now Assist enables customers to innovate at speed by developing new workflows, applications, portals all with natural language understanding and automatic code generation.



Enhancing Customer Experiences

Leveraging Now Assist in conjunction with Virtual Agents offer instant customer support, resolving queries 24/7 and improving customer satisfaction.



ServiceNow's [Now Assist](#), and its role in simplifying AI implementation, is making AI accessible for businesses of all sizes. Atos's ServiceNow and AI experts share their top five tips for when you are considering your AI strategy:

1. Understand Your Business Needs

Confirm what you are trying to achieve: AI has clear value in administration services, task automation and customer service (to list a few). Identification of the goal is key – Is it Automation? Customer Experience? etc



2. Set Clear Objectives

Establish Measurable Goals and KPIs: Set tangible, measurable goals to track the progress and impact of your ServiceNow implementation. Use KPIs within the platform to monitor progression against the goal and make data-driven decisions.



3. Review your Data Landscape

Importance of Data Quality and Quantity: High-quality data and robust data governance practices are critical to ensure the ability, accuracy and reliability of AI outputs.

Use Now Assist for Data Management: How do you get good quality and quantity of data? The good news is that Now Assist can help manage and analyse data, providing insights that drive up both the quality and quantity of data.



4. Define Clear Governance

Define and Confirm the Centre of Excellence and Innovation (COEI): The COEI fulfils a number of functions including demand mgmt., architecture best practice, roadmap and execution planning. This structure ensures the business is realising value of their ServiceNow platform



5. Build a Skilled Team – internal or external!

Identify the necessary skills and the development plan: Outline the key skills required for your ServiceNow Now Assist implementation. How many of these will be internal and how many via external xpertise such as Atos. The benefits of external resourcing include protecting your business continuity, removing the risk, and cost, of attrition hiring and re-training, alleviating technical debt and freeing up your resource to concentrate on what matters most to your business.

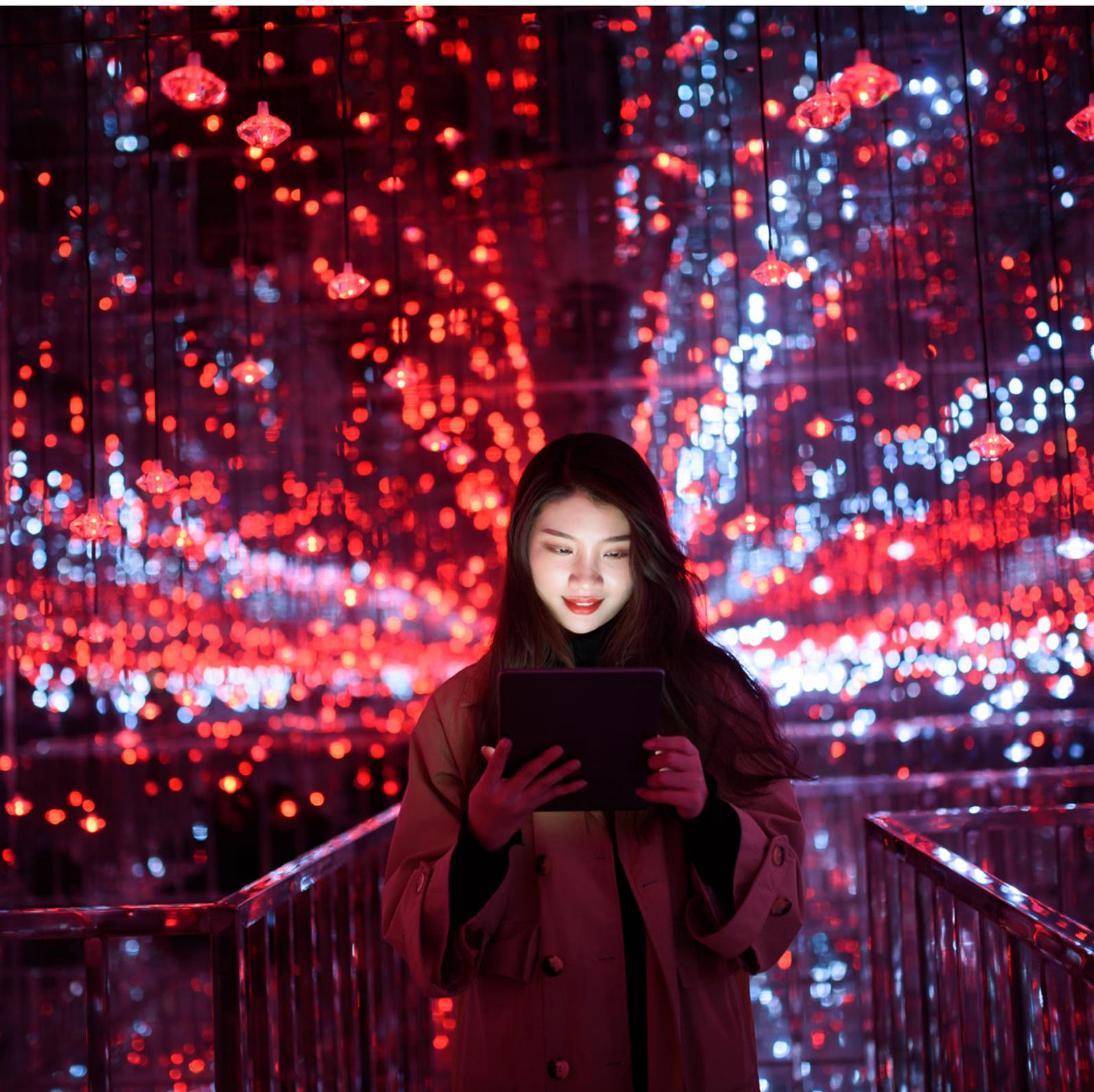


In conclusion, ServiceNow's Now Assist is transforming the way businesses approach AI by making it accessible and practical for organizations of all sizes. By focusing on improving efficiency, enhancing customer experiences, and driving innovation, Now Assist empowers companies to achieve significant gains. Atos's experts recommend understanding your business needs, setting clear objectives, reviewing your data landscape, defining clear governance, and building a skilled team to maximize the benefits of your AI strategy. With these top tips, you can confidently navigate your AI journey and unlock the full potential of ServiceNow's Now Assist in 2025.

What next?

Get in touch with Atos's ServiceNow and AI experts now to discover how to successfully plan and implement your NowAssist strategy, or access our free 'How AI savvy are you?' assessment and one of our expert team will get in touch.

servicenow@atos.net



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

atos.net

atos.net/career



Atos is a registered trademark of Atos SE, March 2025. ©
Copyright 2025 Atos SE. Confidential Information owned by
Atos group, to be used by the recipient only. This document,
or any part of it, may not be reproduced, copied, circulated
and/or distributed nor quoted without prior written approval
of Atos.