

ServiceNow AI Path to Value

Put your ServiceNow AI investment to work.

Identify where ServiceNow AI can create value, implement the capabilities that fit your environment, and establish the operating foundation to scale.

AHEAD's ServiceNow AI Path to Value

Connect ServiceNow AI to Business Priorities

Focus ServiceNow AI on the capabilities and use cases that best align to your priorities, now and as the platform evolves.

Turn ServiceNow AI into Operational Value

Bring priority ServiceNow AI use cases into day-to-day work through assistants, agents, agentic workflows, and redesigned processes.

Scale ServiceNow AI Securely

Give teams the guardrails and accountability to expand adoption as new ServiceNow capabilities emerge.

AI Path to Value is an AHEAD Intelligent Operations program that combines AHEAD's **proprietary AI Pathfinder**, client-tested processes, operational expertise, and implementation experience to help you realize value from your ServiceNow AI investments today and stay ahead as the platform evolves.

Find the Right Opportunity

Connect ServiceNow AI capabilities to business priorities, operating context, and desired outcomes.

Implement the Capability

Enable AI assistants, deploy AI agents, redesign workflows for agentic automation, and/or establish AI Control Tower governance.

Operationalize & Expand

Build adoption, measurement, governance, and a practical path for expanding ServiceNow AI over time.

You already have the starting point.

AI assistants · Agents and agentic workflows · AI Control Tower

Beginning with ServiceNow's Australia release, subscriptions include AI capabilities and AI Control Tower. AHEAD can help you make sense of the opportunities and put them to work in your business.

AI Pathfinder: Guiding The Journey

AI Pathfinder is AHEAD's proprietary tool that guides you to harness ServiceNow's AI capabilities. It considers your ServiceNow AI entitlements with business priorities, platform and operational maturity, data quality, and desired outcomes to identify your most valuable AI capabilities and use cases. ServiceNow AI: tailored to your Enterprise.

WHAT AI PATHFINDER EVALUATES

- ServiceNow AI entitlements
- Business priorities
- Platform and operational maturity
- Data quality and readiness
- The need for centralized visibility, ownership, and controls across AI capabilities

WHAT AI PATHFINDER RECOMMENDS

- Best-fit ServiceNow AI capabilities
- Prioritized agentic use cases
- Sequenced adoption roadmap
- Projected ROI
- Opportunities to take advantage of AI Control Tower

What You Get

Initial ServiceNow AI capabilities operating in your environment

A sequenced roadmap for future capability and use-case adoption

Projected ROI to guide investment and action

A repeatable operating model with clear ownership and governance

Why AHEAD

AHEAD brings together ServiceNow platform expertise, process and operations experience, implementation capability, organizational expertise, and AHEAD's AI-first engineering mindset to help clients move from assessment to action. Our advisors work with technology and business stakeholders to produce and implement recommendations that are practical, prioritized, and aligned to the way the organization needs to operate.



Ready to Get More From ServiceNow?

AHEAD helps clients establish early wins, strengthen the foundation, and build toward a more connected, governed, and outcome-driven ServiceNow AI environment.

AHEAD

Accelerate Your Impact.

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Learn more at
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