

GenAI assistant for Application incident resolution (ITSM) with ServiceNow to generate \$1M a year

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GROUP PRIORITY – DATA & AI

MAIN GROUP OFFER – AI ANALYTICS & DATA SCIENCE

SERVICE OFFERING – CUSTOM GENERATIVE AI FOR ENTERPRISE

SECTOR – MANUFACTURING





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Context/Market Positioning & Competition:

Client is a large multinational manufacturing and services company. Capgemini is the preferred GenAI partner as a joint delivery team.

Challenges/Pain points:

- The IT Support team is responsible for responding to application incidents by identifying key support team quickly and accurately
- High Resolution Time trying to find the right team to resolve tickets, with many tickets rerouted indefinitely
- Lack of Strategic Insights to provide Root Cause Analysis, leading to loss of critical time to identify the resolution

Gain Points :

- Better ticket management and routing
- Faster and Effective Resolution
- Better Insights for determining RCA

Approach & Solution:

- Integration with ServiceNow to bring in historical and current support tickets
- AI Agent capabilities integrate through external APIs to provide contextual knowledge of current incidents
- Conversational AI creates a one stop shop for solving IT problems

BENEFITS DELIVERED

Improve
Ticket Routing
Process and
Faster
Resolution of
Tickets

\$1 M
Estimated
Savings
every year

Strengthen
Knowledge Data
Base



CONTACTS



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