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

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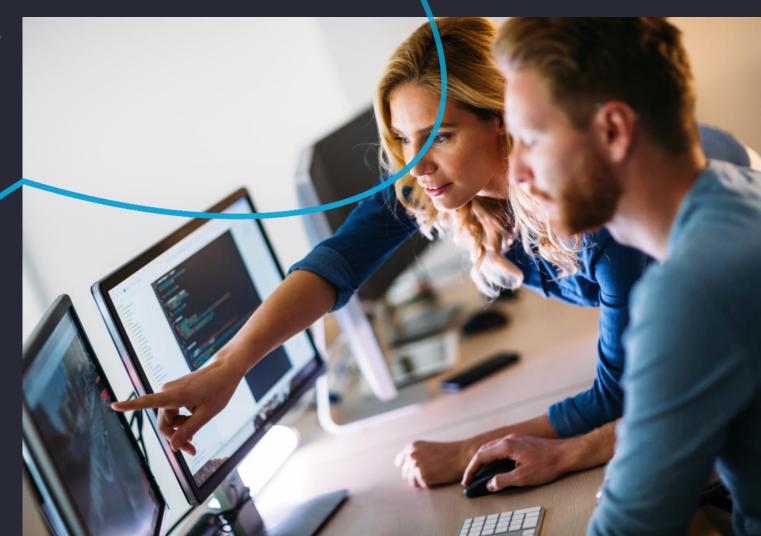
**GROUP PRIORITY - DATA & AI** 

MAIN GROUP OFFER – AI ANALYTICS & DATA SCIENCE

SERVICE OFFERING – CUSTOM GENERATIVE AI FOR ENTERPRISE

**SECTOR – MANUFACTURING** 







**Strictly for Internal Consumption** 

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

## **Context/Market Positioning & Competition:**

Client is a large multinational manufacturing and services company. Capgemini is the preferred GenAl 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
- Al Agent capabilities integrate through external APIs to provide contextual knowledge of current incidents
- Conversational AI creates a one stop shop for solving IT problems

# **Improve**

**Ticket Routing** Process and

## **Faster**

Resolution of Tickets

\$1 M

**Estimated** Savings every year

Strengthen **Knowledge Data** Base

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DELIVERED

**SENEFITS**