LTM

From AI Vision to Enterprise Reality:

LTM's Success Story



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LTM's strategic levers for choosing ServiceNow

Drive scale
& improve margins



Operational scale

Manage costs while growing

Customer experience

Retain and grow current customers while adding new ones

Employee experience

Retain and grow current employees while adding new ones

Rapid innovation

Add and update digital services without adding risk

Capital efficiency

Ensure capital is allocated in the most effective way

LTM's Employee Journey : Powered by AI

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Enterprise AI

Stage 1

A Smooth Start to a Fruitful Journey

Onboarding Portal in HRSD



Start here

Stage 2



Gearing needed Software

- **SAM/HAM:** Getting a laptop assigned
- **Compass2.0:** Receiving projects and tasks
- **Searching Policies** and other queries on GenAI enabled tools

Stage 3

Seamless Day-to-Day Operations

- ITSM/Service Desk
- Compass2.0 (SPM)
- POSH, Grievance and other applications in HRSD
- Talent Development



Stage 4



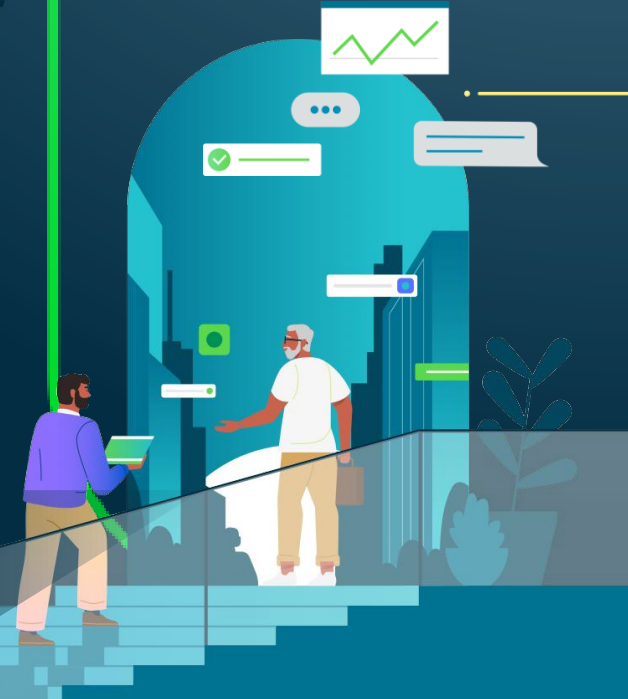
Instant alerts & Risk control

- SecOps
- End to end IRM
- Crisis Management

Stage 5

Starting a New Beginning

Alumni portal in HRSD



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Snapshot of our AI Journey

July – Sept'24 (1)

- Configuration of GenAI Plugins
- Successful installation of Creator Plugins
- Fulfiller Agents for IT
- HRSD Fulfiller
- Creator dashboard

Oct – Dec'24 (2)

- ITSM Fulfiller Dashboard
- HRSD Fulfiller Dashboard
- AI Hackathon using Creator

Jan – Mar'25 (3)

- GenAI with Policy Portal
- NowAssist Search (IT & HR)

Apr – June'25 (4)

- Virtual Agent (IT&HR)
- Agentic AI hands-on Training
- AI use case discovery Workshop

July – Sept'25 (5)

- Virtual Agent to Teams with Live Agent
- 12 Agents across HR & IT deployed

Oct – Dec'25 (6)

- Additional Agents went live across products
- AI Control Tower

Jan – Mar'26 (7)

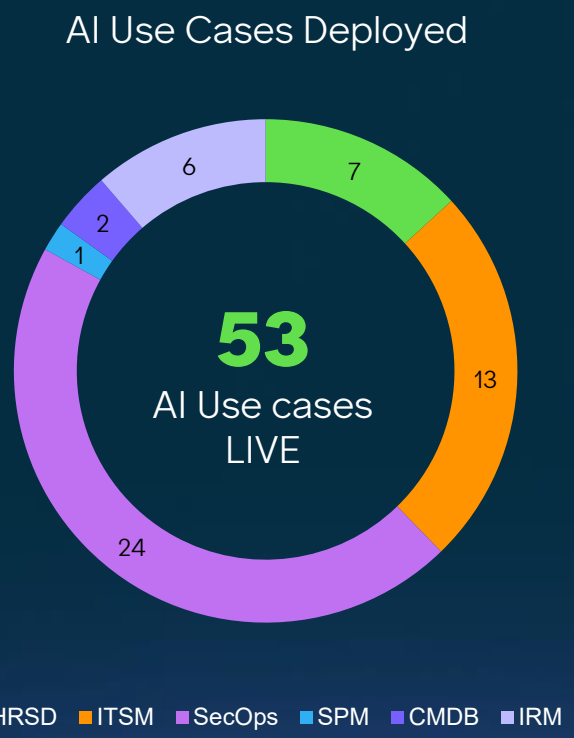
- Marketing email Agent

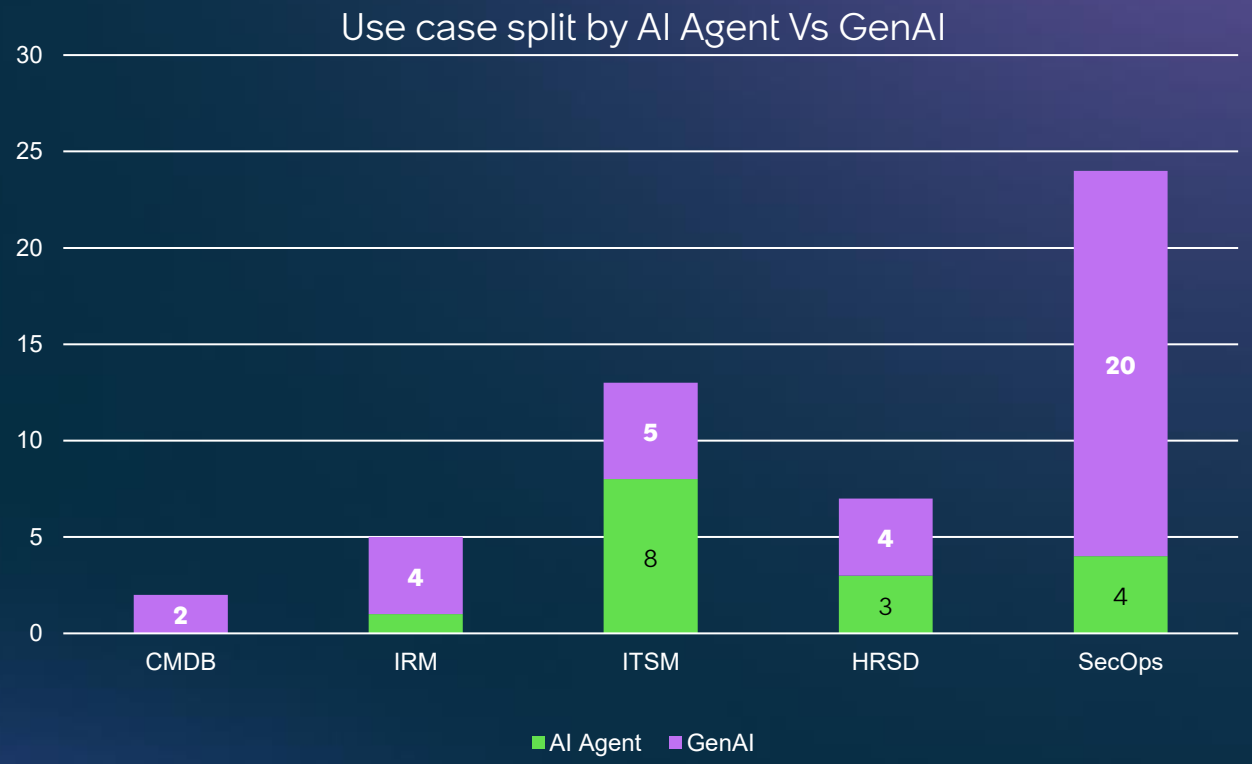
Apr – Sept'26 (8)

- Custom use cases
- Enterprise AI implementation
- AI Build – Hackathon 3.0
- Upgrade to Australia
- Zero Service Desk ++ More

AI use cases : LIVE in Prod

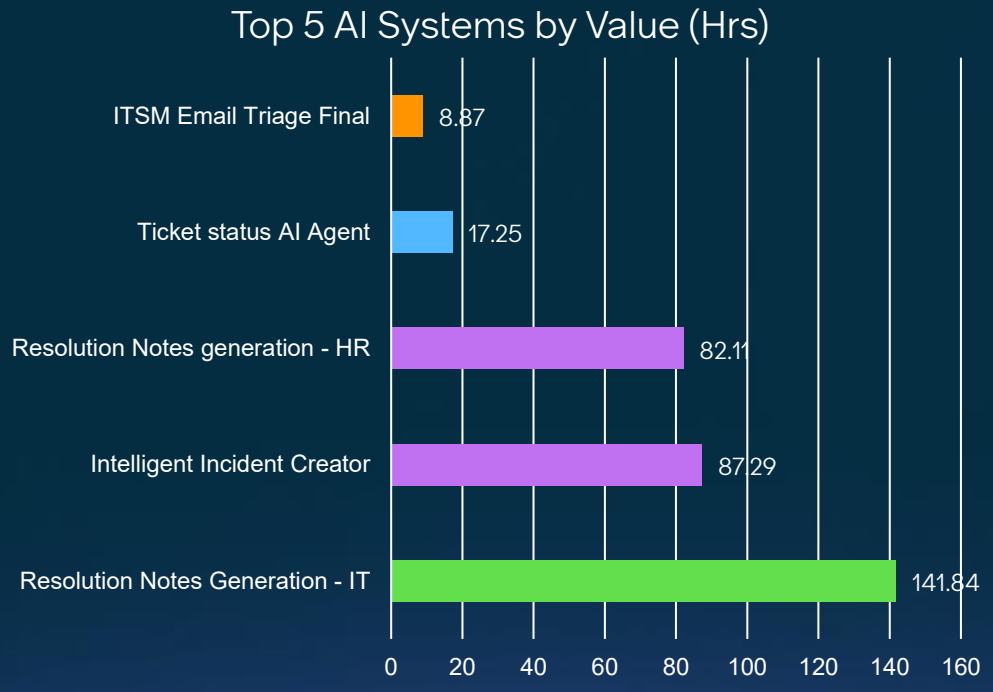
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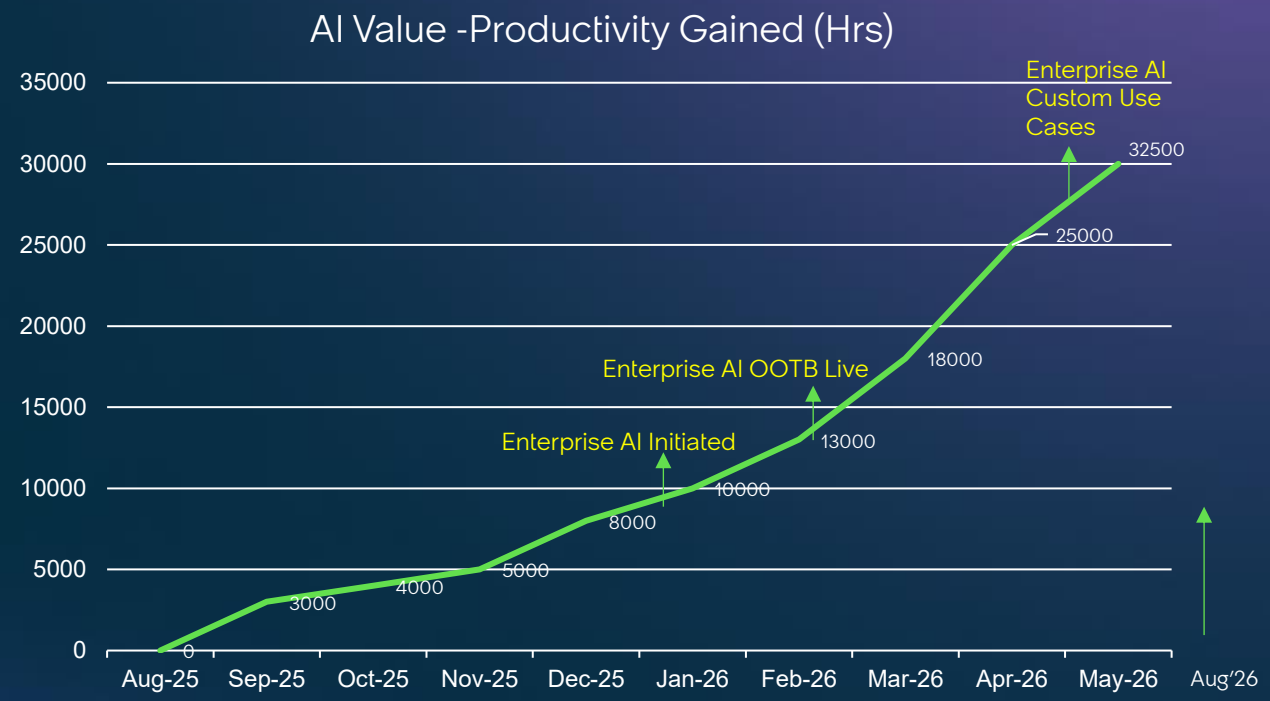




Next steps : Discovery of Microsoft Assets within AICT

AI Control Tower : Value





32.5 K Hrs saved across past 10 months

Next steps : Quantification of Value for each use case



The AI Advantage & Outcomes at LTM

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92 %

Reduction in manual effort to process a SecOps ticket with New Asset VA scan Automation

30 K

Annual fulfiller hours saved using 'Generate your work plan'

20 %

Drop in incident re-assignment count that happened due to incorrect initial group assignment, leveraging 'Field Predictor for Incidents'

65 K

Annual fulfiller hours savings of CMDB Team through 'Manage duplicate CI's'

50 %

Employee time saved in raising a Change request with 'Generate Change Request Plans'

22 %

Reduction in developer efforts owing to usage of NowAssist Creator Skills

40 %

Reduction in manual HR efforts in case handling through AI led intervention

90 %

Success rate on IT Email AI Agent

190 K

Employee & Agent hrs saved annually through NowAssist & Agentic AI

Key outcomes across personas



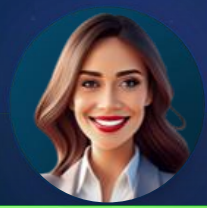
Employee

190 K
Annual employee & Agent hrs saved

30%
Reduction in Incident volume

90%
Success rate of email AI Agent

30%
GenAI-led Incident Deflection



Agent

40%
Reduced manual HR effort in case handling

35%
Reduction in manual effort for Incident mgmt.

20%
AI Agents LIVE in production



Creator

22%
Faster developer use case delivery

25%
Support engineers redeployed to strategic work

The road to AI Adoption

Strategy, talent & governance

VISION

- AI in everything – Everything for AI & AI for Everyone
- Be the 1st AI Company
- Derive tangible outcomes for employees



STRATEGY

- AI Ascend – Enterprise AI Framework
- Value Quantification
- Executive Ownership
- Strategic Investment



CIO Office

AI Control Tower



TALENT

- Phase I: Enterprise Awareness
- Phase II: Role Specific Learning
- Phase III: AI Champions
- Phase IV: AI

GOVERNANCE

- Centralized Demand Board
- AI Steercos
- Responsible AI Principles
- Data Governance + Compliance & Security

Key challenges

Measuring ROI

Translating AI activity into credible business value required rigorous attribution, not just activity counts.

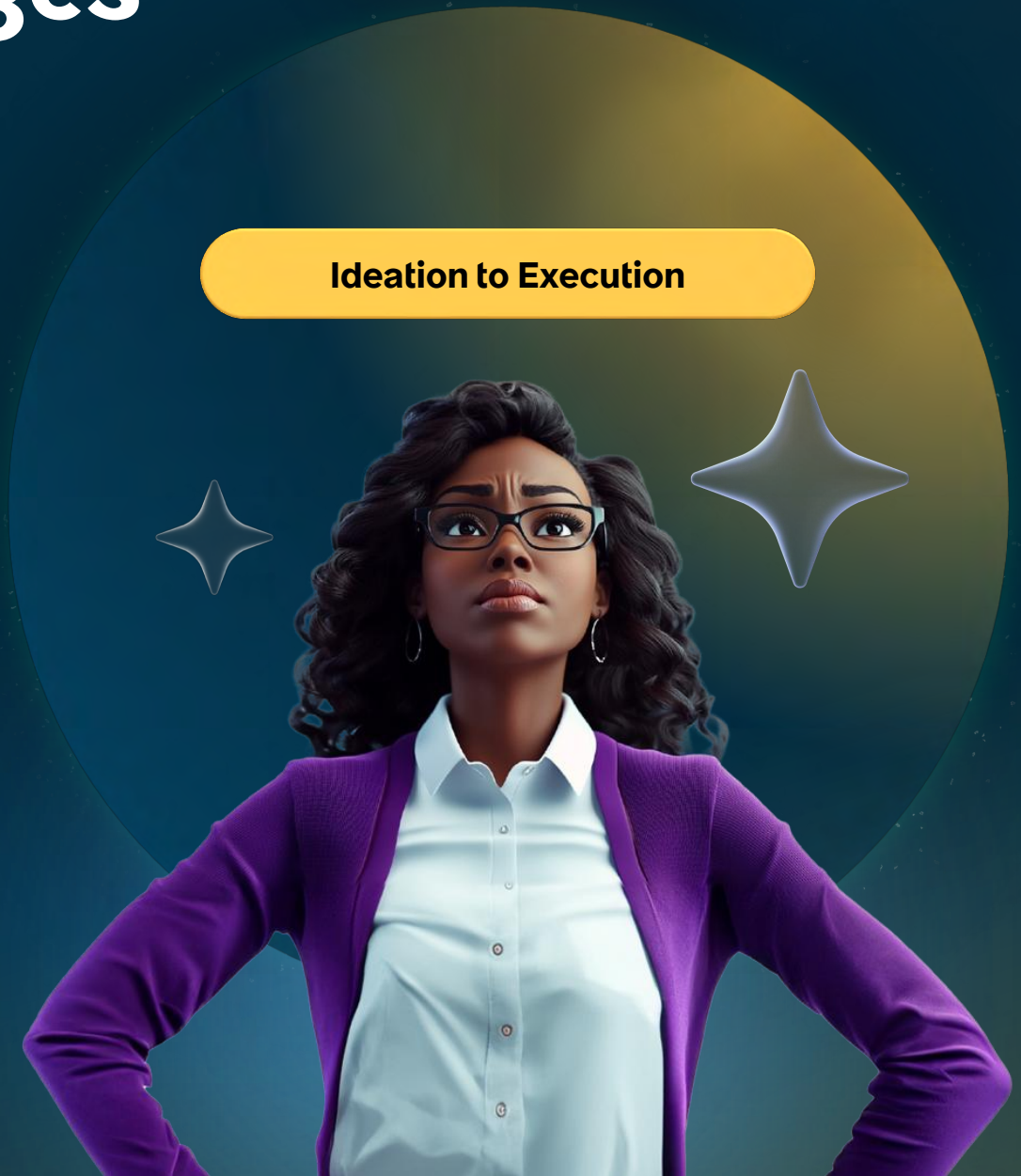
Data Quality & Readiness

AI models' quality depends on data; ITSM and HR data had gaps

Integration Complexity

Cross-channel AI agent integration spanning ITSM, HRSD, email, portals strained

Ideation to Execution



Change Management at Scale

Default 30–45 minute incidents; earning engineer trust in AI demanded transformation

Sustaining Adoption

Initial adoption spikes are common; sustaining 57K monthly active users required continuous reinforcement

Scaling AI Responsibly

Scaling 90K employees across functions without compromising trust, compliance, security.

Our learnings



Measuring ROI

Joint KPI scorecard **defined early**, live AI dashboard **tracks value** realization

Data Quality & Readiness

Governance-first: lineage, access, and **quality** checks mandatory at intake

Integration Complexity

Reusable AI components **slash marginal integration costs** across every new use case

Change Management at Scale

Enablement path: **awareness** → specialization → champions, confirmed in sandbox before rollout

Sustaining Adoption

AI champions, hackathons, KPIs, dashboards drove **engagement, accountability,** and **execution**

Scaling AI Responsibly

AI Control Tower **governed lifecycles**; boards ensured risk-assessed deployment readiness

LTM

Thank **you**

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