



## Making LTIMindtree **Simpler. Smarter. Secure.**

G&AAI: Driving Autonomous Innovation for Enterprise  
Transformation with Quantified Benefits

Presenters: Raghunath Janjavara & Kiran Arka



Designed by Enterprise Technology

# Enabling end-to-end Employee experience through ServiceNow

# The Employee's Journey with ServiceNow's End-to-End Workflows

## Phase 1

### A Smooth Start to a Fruitful Journey

#### Onboarding Portal in HRSD:

- Completing mandatory trainings
- Getting a buddy assigned
- Survey



Start here

## Phase 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



## Phase 3

### Seamless Day-to-Day Operations

- **ITSM/HR Service Desk:** Raising any incidents and requests
- **Compass2.0:** Project management from Delex and Delivery Leads' perspective
- **POSH and Grievance module in HRSD:** Raising any concerns or POSH-related issues



## Phase 4

### Instant alerts & Risk control

- **SecOps and IRM:** Tracking of risks and mitigations
- **Crisis Management:** Alerts for crisis situations

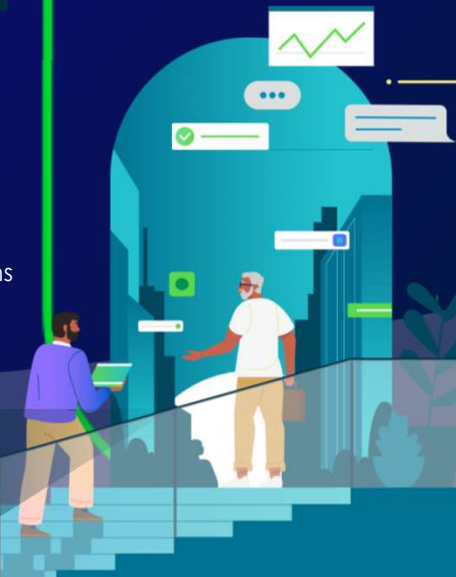


## Phase 5

### Starting a New Beginning

#### Alumni portal in HRSD:

- Maintaining connections with the organization



# GenAI and Agentic AI journey on ServiceNow Platform

**30 %**

Improved Service  
Efficiency

**₹ 1,021**

Value Created in lakhs

**₹ 11,346**

Value Released in lakhs



Reduced Turnaround  
Time



Elevated User  
Satisfaction

**40 %**

Increase in Self Service

# Business Need For Driving the Project

Key strategic drivers for Implementing GenAI & Agentic AI across Enterprise services



## Reduced Manual Workload

Automated routine tasks across IT, HR, and operations, freeing up teams to focus on strategic priorities



## Enhanced Service Efficiency

Achieved up to 30% improvement in service delivery speed and accuracy through intelligent automation



## Scalable Operations

Enabled growth and complexity management without proportional resource expansion



## AI-Driven Decision Making

Empowered faster, data-backed decisions through real-time insights and autonomous agents



## Conversational UX

Delivered intuitive, natural language interfaces for seamless interaction across enterprise workflows



## Strategic Vision Alignment

Reinforced LTIMindtree's commitment to leading digital transformation through intelligent, autonomous operations

## Now Assist

- Helps end users with summarized responses
- Find answers faster
- **Launched**

## Virtual Agent

- Helps end users interact using natural language
- Raise requests
- Guide users through tasks
- **Launched**

## Now Assist Fulfiller

- Helps Support Engineers
- Summarize Incidents
- Generate Resolution Notes
- Generate KB Articles
- **Launched**

## Creator

- Helps Developers
- Develop Text to code
- Create Flow
- Decipher past Code
- **Launched**

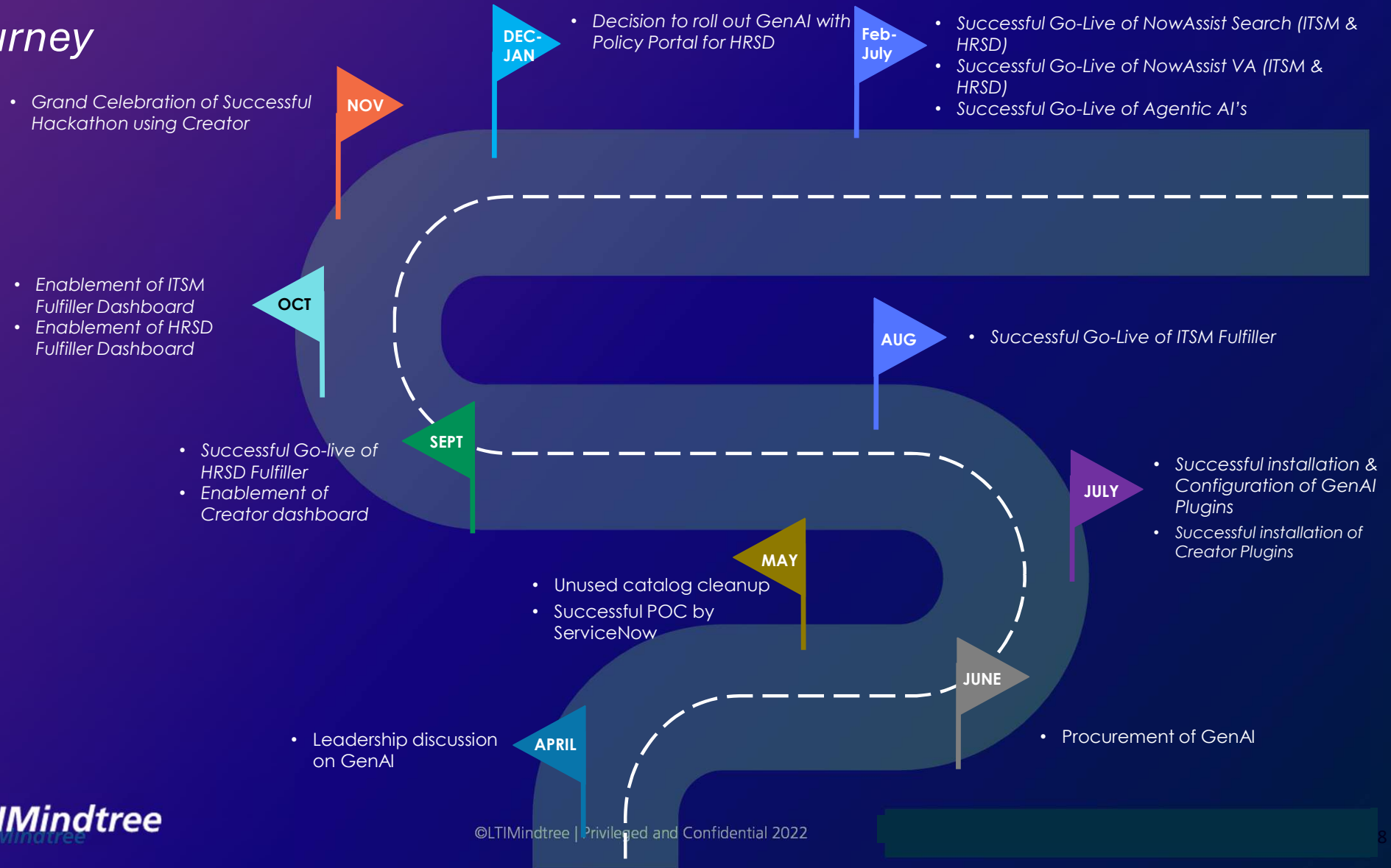
## iSupport on RAIma

- Integrated Copilot with ServiceNow
- Helps users create Incidents
- Single pane for any issues
- **Launched**

## AI Agents

- Helps users create use case based Agents
- Manual or Autonomous
- Skill to learn
- **Initiated**

# AI Journey





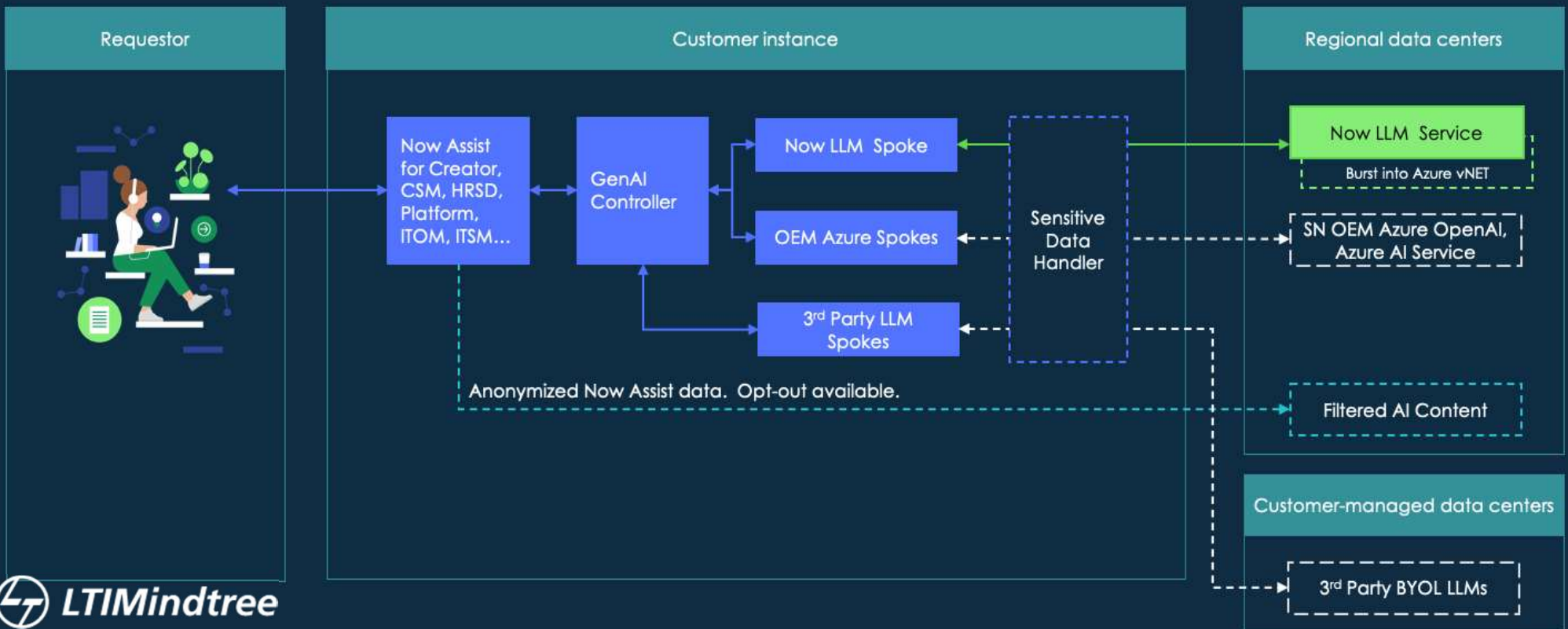
Now Platform

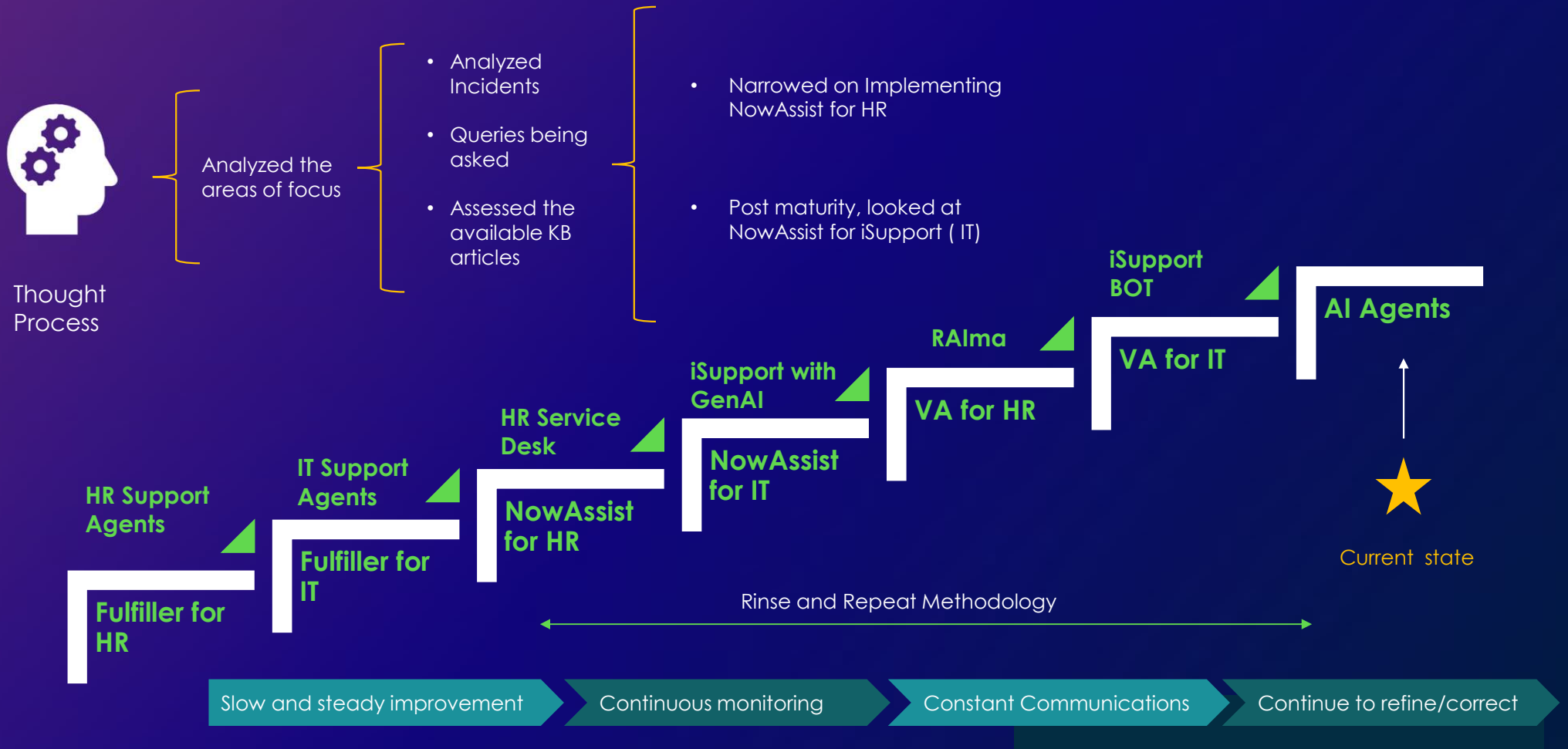
# GenAI Architecture

Out-of-the-box Now Assist and Custom Generative AI use cases

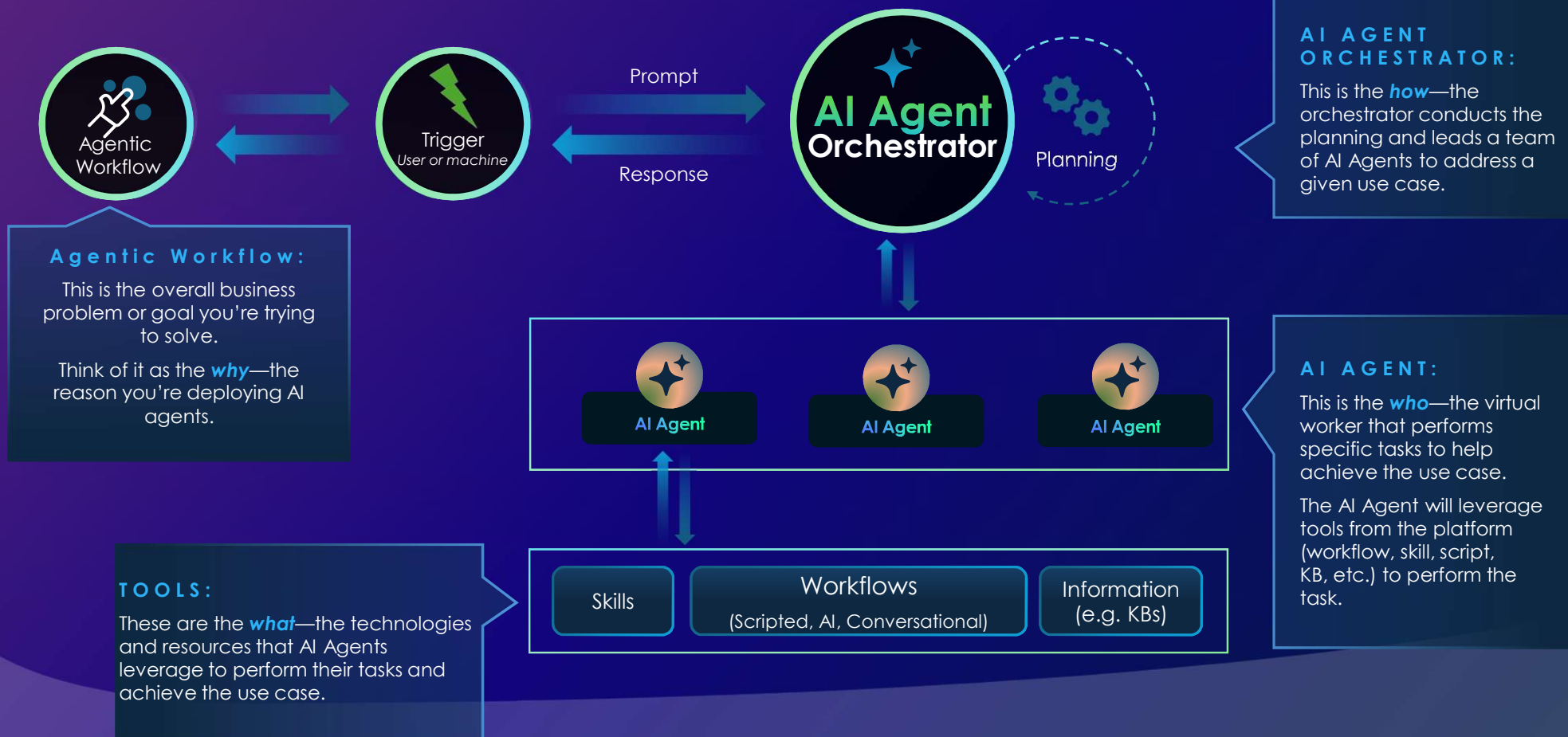
All flows use TLS 1.2 Encryption in transit

- Customer Instance w/ domain separation available
- - - Customer Instance if plugin is installed & configured
- ServiceNow Regional Data Center
- - - ServiceNow managed Regional Azure vNET
- - - ServiceNow AI Development Environment
- - - 3rd Party LLM / Plug-In over Public Cloud





# AI Agents architecture



# Why this project is unique- Value Proposition



# Agentic AI Go Live | Enterprise Platforms



**We are thrilled to announce that our ServiceNow AI Agent for below use cases is now live and fully operational!**

## Use Case #1 - Post Incident Report (PIR) generation for Major Incident Mgmt (MIM)

### Key Highlights:

- **First Agentic AI** use case on the ServiceNow platform
- Automated PIR generation immediately following the resolution of major incidents
- Design is Scalable, Simple & Secure using the foundational out-of-the-box capability

The automated PIR report includes

- Executive Summary
- Detailed Technical Summary
- Customer/Service Impact
- Action Items and Preventive Measures

### Business Outcomes Achieved:

- Reduction in the Time
- Greater productivity and efficiency
- Faster communication
- Improved visibility

### Persona:

- Incident Manager
- Support Fulfiller(Agent)

### Demo Link:

[Post Incident Report- AI Agent 1.mp4](#)



## Use Case #2 -Incidents Trend Analyzer

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Key Highlights:</b>             | <ul style="list-style-type: none"><li>Analyzes the incident data to identify the recurring issues, root causes and recommendations</li></ul>                                                                                                                                                                                                                                                                            |
| <b>Business Outcomes Achieved:</b> | <ul style="list-style-type: none"><li>This Use case is for Incident Manager/Heads with ITIL/Business Approval level access, to analyse the Incidents Trends and take appropriate actions/guide the team.</li><li>Enhance incident management by detecting recurring patterns and identifying areas to intervene. This is another enabler helping our IT Team towards Incident reduction under 'Project RISE'.</li></ul> |
| <b>Persona:</b>                    | <ul style="list-style-type: none"><li>Incident Manager</li><li>Tower Heads</li></ul>                                                                                                                                                                                                                                                                                                                                    |
| <b>Demo Link:</b>                  | <a href="#">Incidents Trend Analyzer.mp4</a>                                                                                                                                                                                                                                                                                                                                                                            |

## Use Case #3 – Generate Change Request Plans

|                                    |                                                                                                                                                                                               |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Key Highlights:</b>             | <ul style="list-style-type: none"><li>Autonomously generate the implementation Plan, backout, or test change plans for a given change request number using similar change requests.</li></ul> |
| <b>Business Outcomes Achieved:</b> | <ul style="list-style-type: none"><li>Coverage: 200+ Change request Per month</li><li>Value: 50% reduction in time to raise change request</li></ul>                                          |
| <b>Persona:</b>                    | <ul style="list-style-type: none"><li>IT Users</li><li>Enterprise Platform Users</li></ul>                                                                                                    |
| <b>Demo Link:</b>                  | <a href="#">Generate Change Request Plans.mp4</a>                                                                                                                                             |

### Use Case #4 – Investigate and Resolve ITSM Incidents

|                                    |                                                                                                                                                                                                                                                                                                           |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Key Highlights:</b>             | <ul style="list-style-type: none"><li>• Autonomously Provides recommendations for a resolution using catalog, Knowledge, and past incidents and sends the information to the human agent.</li><li>• This use case helps IT support agents to be more efficient and improves their productivity.</li></ul> |
| <b>Business Outcomes Achieved:</b> | <ul style="list-style-type: none"><li>• Coverage: 72000+ Incidents Per month</li><li>• Reduction in Mean Time to Resolution (MTTR)</li><li>• Accelerated resolution, resulting in enhanced user satisfaction</li><li>• Streamlined resolution processes elevate the overall support experience</li></ul>  |
| <b>Persona:</b>                    | <ul style="list-style-type: none"><li>• Support Fulfiller(Agent)</li></ul>                                                                                                                                                                                                                                |
| <b>Demo Link:</b>                  | <a href="#">Investigate and Resolve ITSM Incidents.mp4</a>                                                                                                                                                                                                                                                |

### Use Case #5 – Field Predictor for Incidents

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Key Highlights:</b>             | <ul style="list-style-type: none"><li>• The Field Predictor AI agent is particularly valuable for IT fulfillers during the initial triage stage of the incident lifecycle.</li><li>• The AI Agent analyses the short description and description fields of an incident record to predict impact, urgency, priority, assignment group, and sentiment, leveraging historical incident data.</li></ul> |
| <b>Business Outcomes Achieved:</b> | <ul style="list-style-type: none"><li>• Coverage: 45K Incidents Per month</li><li>• Up-to 20% reduction in incident reassignment count due to incorrect initial group assignment</li><li>• Up-to 15-20% increase in MTTR with automatic prediction of category, subcategory, and configuration item (CI) field values driving the correct resolver group</li></ul>                                  |
| <b>Persona:</b>                    | <ul style="list-style-type: none"><li>• Support Fulfiller(Agent)</li></ul>                                                                                                                                                                                                                                                                                                                          |
| <b>Demo Link:</b>                  | <a href="#">Field Predictor.mp4</a>                                                                                                                                                                                                                                                                                                                                                                 |

## Agentic AI Go Live Announcement

Use Case #8: Manage Incidents and Requests for end users

27th October 2025



We're excited to announce the go-live of our Agentic AI use case on ServiceNow —**Manage Incidents and Requests for end users** for Virtual Agent, a key milestone in our automation journey.

### Key Highlights:

- **Autonomously** Provides the incidents and requests status to end users. Also, act upon ticket by adding comments to it. This use case helps to increase self service by allowing employees to easily find and manage their tickets with virtual Agent

### Business Outcomes Achieved:

- **Coverage: 88,000+ Employees**
- **Value:**
  - **Save time for Employees:** Use Agentic workflows to quickly look up list of open incidents and request. Review detailed information of any open ticket.
  - **Improve Service Quality:** modify the tickets by adding comments
- **Team:** End users(Employees)

 Demo Link: [Requestor Ticket Status.mp4](#)

### Looking for Support ?

- Available to assist with any questions or issues
- For any queries or further information on this capability, please reach out to the project team at
- [Kiran.arka@ltimindtree.com](mailto:Kiran.arka@ltimindtree.com)

### Kudos to the team members

- **Implementation Team:** Tanikella Adithya Rohith, Ramya Shree A, Kiran Arka, ServiceNow team
- **Business Team:** Prabhakar Cherukuri, Raghunath Janjavara and Platforms team



# HRSD

# Agentic AI Go Live | Enterprise Platforms



We are thrilled to announce that our ServiceNow AI Agent for below use cases is now live and fully operational!

## Use Case #1 – HR case Trend Analyzer

### Key Highlights:

- The HR Case Trend Analyzer AI agent Use case is for HR Manager/Heads to analyse the HR case Trends and take appropriate actions/guide the team.
- The AI Agent analyses the HR cases data to identify the recurring Patterns/Issues, root causes and provide recommendations.

### Business Outcomes Achieved:

- Coverage: 15K HR cases per month
- Identifying recurring Patterns to strengthen the Process and identifying areas to intervene.
- Identifying the common end users concerns to better the HR Communication.

### Persona:

- HR Shared Services Desk, BU Heads



### Demo Link:

[Post Incident Report- AI Agent 1.mp4](#)

## Use Case #2 -Investigate and Resolve HR Cases

- Key Highlights:**
- Autonomously provides recommendation for a resolution using catalog, knowledge and Past cases and send information to the human agent.
  - This use case helps HR Support agents to be more efficient and improves their Productivity

- Business Outcomes Achieved:**
- Coverage 15000+ Cases per month
  - Reduction in Mean Time to resolution(MTTR)
  - Accelerated resolution, resulting in enhance user satisfaction
  - Streamlined resolution process elevate the overall support Experience

- Persona:**
- Support fulfiller(Agent)

 **Demo Link:** [Investigate and Resolve HR cases.mp4](#)

**Data quality**



- Knowledge Articles
- Catalog Descriptions
- External Content

**Adoption**



- AI Governance
- Early involvement of business users
- Training

**Skill/ Capability**



- AI Specific NowLearning courses/ Training
- SME's engagement

- **Clarity** on end objective and **using Technology**
- Building the **teams capability**
- **Stakeholder Engagement** and collaboration
- **Consistent monitoring** to improve the content, responses and features

# Thank You

**Enterprise Platforms**

