

HCLTech | servicenow®

AI adoption to autonomous next-gen enterprise

Turn AI initiatives into scalable,
outcome-driven value



Why autonomous AI, why now

AI adoption is no longer a question of if but how fast you scale. Enterprises are moving from isolated pilots to autonomous systems that sense, decide and act in real time.

Most organizations are still stuck in transition:

- Pilots exist, but don't scale
- ROI is unclear beyond cost savings
- Adoption slows due to workforce resistance
- Tools create silos instead of integration
- Governance lags behind innovation

ROI SIGNAL | The cost of delay

AI returns compound. Early adopters accelerate efficiency, experience and decision-making—while late adopters fall exponentially behind.



HCLTech builds AI that earns trust: STRIVE

Scaling AI isn't a tech problem; it's an architecture and trust problem. HCLTech's STRIVE model ensures AI systems remain aligned, governed and outcome-driven.



Sense

Real-time, multi-source data awareness



Think

Intelligent decision-making aligned to goals



Responsible action

Autonomous execution within guardrails



Improve

Continuous learning and optimization



Value

Human + AI collaboration for outcomes



Evaluate

Governance, compliance and accountability

AI adoption maturity model

HCLTech structures AI adoption into four maturity stages. Each stage has a clear business objective, a defined set of ServiceNow capabilities, measurable ROI markers and people and change considerations. You do not need to be at Stage 1 to begin – we meet you where you are.

Stage 1: AI-Ready Foundation

Build the platform, data and governance base required for AI to scale reliably.

ServiceNow capabilities activated

- ITSM, CMDB, ITOM and Asset Management baseline
- Now Assist core features (summarization, search, routing)
- Data quality, configuration and governance frameworks
- Workflow automation and self-service portal

ROI SIGNAL

20–35% reduction in manual effort + faster resolution times

People and Change

- AI literacy workshops for IT and service teams
- Define AI champions and establish Centre of Excellence (CoE) structure
- Reinforce “AI augments, not replaces” narrative
- Baseline workforce productivity and experience metrics

Stage 2: Intelligent Automation and GenAI

Scale GenAI across service functions to enhance speed, intelligence and experience.

ServiceNow capabilities activated

- Now Assist Skills for ITSM, HR and Field Service
- Sentiment-aware agent responses and contextual assistance
- AI-generated summaries (CAB, incidents, change tasks) and clustering
- Knowledge Base optimization and self-service evolution

ROI SIGNAL

40–60% faster handling + improved CSAT/ESAT

People and Change

- Agent coaching and upskilling using GenAI insights
- Position AI as a **co-pilot for employees**
- Train managers to interpret and act on AI-generated insights
- Expand AI champions network across HR and business units

Stage 3: Agentic AI and Autonomous Workflows

Enable AI agents to sense, decide and act autonomously across functions.

ServiceNow capabilities activated

- NASK-powered custom AI agents across HR, Procurement and Finance
- Smart HR Case Master for autonomous case interpretation and routing
- Smart OT/Field Service Optimizer for proactive resolution
- Multi-agent orchestration across workflows

ROI SIGNAL

60–80% faster resolution + reduced operational costs

People and Change

- Redefine roles: humans focus on exceptions, judgment and strategy
- Establish cross-functional AI governance committees
- Continuous feedback loops to guide AI learning and improvement
- Shift workforce metrics from volume to value and outcomes

Stage 4: Autonomous Enterprise

AI becomes the operating layer—continuously sensing, learning and optimizing across the enterprise.

State of the enterprise

- AI agents orchestrate seamlessly across IT, HR, Finance and Operations
- Predictive and prescriptive intelligence embedded in every workflow
- Self-healing systems with near-zero escalation for routine events
- Real-time governance dashboards and accountability frameworks

ROI SIGNAL

Compounding value: faster innovation, lower cost of scale

People and Change

- AI fluency becomes a core enterprise competency
- Culture of experimentation and continuous AI-driven innovation
- Leadership KPIs tied to AI adoption depth and ROI outcomes
- Responsible AI embedded in governance, risk and ethics frameworks

From pilot to scale: our proven approach

Enterprise AI often fails at the pilot stage—not due to weak technology, but due to lack of a structured path to scale. HCLTech's Pilot-to-Scale framework addresses this with a disciplined, outcome-driven approach.

The graveyard of enterprise AI is full of brilliant pilots. The difference between a pilot and a scaled capability is not the quality of the AI — it is the rigour of the path from proof-of-value to enterprise deployment. HCLTech's Pilot-to-Scale framework eliminates that risk.

Phase 1: Discover and Validate

- AI Transformation Discovery Workshop to assess current state
- Identify and prioritize top **5 use cases** based on ROI and feasibility
- Build a **3-year value projection and cost model**
- Align stakeholders across IT, HR, Finance and business leadership
- Define **success metrics before development begins**

Phase 2: Prove and Learn

- Rapid deployment of **highest-priority use case** on ServiceNow
- Accelerate delivery using **Golden Blueprint Platform (GBP)**
- Track **live ROI against baseline metrics**
- Measure adoption through **employee sentiment and usage insights**
- Capture learnings to inform **scalable architecture and rollout strategy**

Phase 3: Scale and Expand

- Expand validated use cases across **geographies, functions or business units**
- Introduce **second and third use cases** based on pilot learnings
- Build an **AI Agent Marketplace** with reusable components
- Establish a **Centre of Excellence (CoE)** as the AI capability owner
- Evolve change management from **awareness to deep adoption and advocacy**
- Apply **STRIVE-based continuous improvement cycles**

Phase 4: Optimize and Evolve

- Conduct **quarterly AI value reviews** (ROI vs targets, roadmap updates)
- Develop **industry-specific AI agents** via CoE
- Activate new **ServiceNow releases systematically**
- Scale **enterprise-wide AI fluency programs**



Our commitment

At HCLTech, we build AI capabilities that grow with your organization. We do not measure success at go-live. We measure it at the ROI milestones you agreed before we started. We do not hand over and walk away. Our Centre of Excellence becomes an extension of yours – continuously improving, governing and evolving your autonomous enterprise.

Your Next Step: AI Adoption Discovery

A structured starting point—whether you're exploring or scaling.



Maturity assessment
across all stages



Top 5 use cases
ranked by ROI



Tailored roadmap
to autonomy



3-year value projection



Change and
adoption strategy



Pilot plan with clear
success metrics

Move forward with clarity, confidence and measurable outcomes. Connect with our experts today.



HCLTech | Supercharging
Progress™