



Service Operations (AIOps) powered by ServiceNow

THE CHALLENGE

As enterprises scale digital operations across hybrid and decentralized environments, fragmented automation tools and lack of governance create risk. Without real-time visibility or intelligent decision-making, organizations struggle to resolve incidents quickly, enforce compliance, or achieve operational resilience; ultimately resulting in higher costs, longer downtimes, and regulatory exposure.

THE SOLUTION

Service Operations powered by ServiceNow uses AI and automation to centralize observability, analyze root causes, and trigger governed remediation across IT, cloud, and business domains. Powered by ServiceNow and integrated with telemetry, policy engines, and orchestration tools, it enables intelligent, explainable automation at scale; delivering self-healing capabilities that reduce manual intervention and protect service continuity.

THE APPROACH

Integrate Seamlessly with Existing Systems

We connect ServiceNow to your existing tools and pipelines using adapters and APIs, enabling frictionless integration that avoids disruption. This approach protects your current technology investments while adding a governance layer that strengthens and standardizes automation.

Apply Responsible, Governed Automation

Responsible automation is ensured through the use of risk scoring, SLAs, and human-in-the-loop checkpoints, providing safe, controlled remediation. Autonomy is expanded gradually as organizational confidence and readiness grow, enabling a secure path toward higher levels of automation.

Elevate ServiceNow as Your Automation Control Tower

ServiceNow becomes a centralized automation control tower by extending its role into full oversight of AI, automation, and remediation pipelines, enabling end-to-end orchestration. This elevated model provides unified visibility, auditing, and governance across the enterprise, strengthening control and consistency in automated operations.

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KEY BENEFITS

- ◆ MTTR reduced 60% through AI-driven remediation, minimizing downtime
- ◆ SLA adherence improved 70% via business-aware automation for critical services
- ◆ Secure automation enabled with governed playbooks for isolation, access, and compliance
- ◆ Automation trusted at scale with policy-driven, reviewable, auditable actions
- ◆ Operations costs reduced 30–50% by automating repetitive remediation
- ◆ Root-cause visibility improved 80%+ using causal AI and telemetry
- ◆ Resilience strengthened through consistent, traceable hybrid automation

WHY PRESIDIO

Presidio is here to guide your business transformation journey by helping you carefully navigate the fast-changing tech landscape. As the bridge between where you've been with foundational IT, and where you're going with modern AI and cloud services, we measure success with you on the terms you define. We strive to build lifetime relationships with each of our customers, and we do so by being fearless, fast, flexible, and compassionate. It's our mission to earn your trust and deliver innovative, high-quality outcomes at speeds once not thought possible, so you can achieve your business goals faster.

With Presidio, you don't just implement ServiceNow; we unify people, data, and systems on a single intelligent platform. Instead of disconnected tools and processes, we enable end-to-end automation and AI-driven workflows that simplify operations and accelerate outcomes. With built-in intelligence and real-time visibility, our solutions help organizations move from reacting to problems to proactively delivering value and innovation at scale.

Contact Presidio today: www.presidio.com

