



Customer success stories

Transforming global IT service delivery with ServiceNow Now Assist

Customer challenge

A global mining enterprise needed to modernize its 14-year-old ServiceNow instance, which had drifted far from its out-of-the-box configuration. Years of customization had created technical debt, limiting scalability and blocking access to modern platform capabilities. Service desk operations were inefficient, with low self-service adoption and a Virtual Agent that deflected only 18% of inquiries and completed just 44% of flows. With operations spanning 12 languages, the client also required a multilingual solution to support its global workforce.

ServiceNow + Cognizant solution description

Cognizant led a 12-month reimplementation to return the platform to a clean, greenfield state—eliminating legacy complexity and enabling rapid adoption of ServiceNow Now Assist. Within weeks, the team deployed AI-powered capabilities including incident summarization, resolution note generation and AI search. Virtual Agent enhancements followed shortly after, integrated directly into Microsoft Teams, where 75% of interactions now occur.

The transformation extended beyond IT service management. The client rolled out lifecycle events for HR and legal, cloud discovery, event management, 10–15 system integrations and three custom applications. AI was also used to automate knowledge article creation based on incident data, and to deliver intuitive, conversational search experiences that eliminated the need to browse knowledge bases.

Outcomes/results

Efficiency gains:

Mean Time to Resolution (MTTR) dropped by a full day across all incidents within two months of go-live.

Self-service adoption:

Monthly virtual agent chats increased from 743 to 1,235, with 1,781 AI-powered search queries. Summarizing live chats became the most-used gen AI skill.

Virtual agent performance:

Deflection rates surged from 18% to 94%, and success rates doubled—driving repeat usage and reducing ticket volume.

Faster development:

Time to build high-complexity catalog items was reduced by 57% (from 14 to six hours), and flow creation time dropped by 56% (from 16 to seven hours).

About the partner

Cognizant is a Global Elite Partner and one of the most credentialed in the ecosystem. Together with ServiceNow, we help enterprises accelerate AI adoption and unlock new efficiencies through proprietary platforms like Neuro® AI and WorkNEXT™ digital workplace services. As the first to bring ServiceNow Workflow Data Fabric and agentic AI to market, we deliver continuous innovation, responsible AI governance and industry-specific solutions that drive productivity, streamline decision-making and modernize operations at scale.



Cognizant (Nasdaq:100; CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or [@Cognizant](https://twitter.com/Cognizant).

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