

# Strategic Advisory to Align, Accelerate, and Maximise ServiceNow® and AI Value

## What Is Flightpath?

Flightpath is a focused, four-week strategic engagement that helps you align business goals, platform capabilities, and executive vision, building a clear roadmap for ServiceNow transformation and future AI success.

It's more than a strategy workshop. Flightpath blends business priorities with platform insight to create a prioritised capability map, solution architecture, and Phase 1 project definition — all tailored to outcomes. It also identifies where AI (including GenAI) can add the most value across your workflows, ensuring your roadmap is built with AI-readiness in mind.

**Flightpath is the fastest way to build consensus, validate priorities, and get everyone on the same page — with real outputs, not just conversations.**

## What It Delivers

- Stakeholder alignment across business, IT, and executive teams
- Capability and gap analysis mapped to platform outcomes
- Solution and data architecture design
- Prioritised roadmap and investment-ready Phase 1 project brief
- AI-readiness assessment and alignment to ServiceNow AI capabilities

## What You Walk Away With



Executive summary and platform strategy deck



Capability map and solution architecture



Investment-ready Phase 1 plan (SOW + estimate)



Multi-phase roadmap and sequencing plan



Foundation for scaling workflows and deploying GenAI





## Ideal For

- Organisations at the start of their ServiceNow journey
- Teams preparing for transformation or AI adoption
- Customers who aren't seeing platform ROI and need a reset
- Leaders planning expansion beyond ITSM or CSM
- Those wanting a solid foundation before activating Now Assist or Flightpath.AI



## Why It Works

- Combines strategic and technical expertise in a four-week format
- Provides tangible outputs and clear next steps
- Aligns with the ServiceNow AI-first platform vision
- Reduces delivery risk and builds executive confidence
- Creates clarity across teams and momentum for change



## Ready to Build Your Roadmap?

Let's shape your ServiceNow and AI strategy — and unlock the full value of your platform.

[info@newrocket.com](mailto:info@newrocket.com)  
[newrocket.com](https://newrocket.com)

