



Deploy GenAI on the ServiceNow® Platform Quickly, Confidently, and with Measurable Impact

What Is Now Assist Pilot?

Now Assist Pilot is a structured 10-week programme designed to help you deploy GenAI on the ServiceNow platform using out-of-the-box Now Assist skills — with speed, confidence, and clear business value.

Whether you've already purchased Pro+, are planning to activate a ServiceNow AI Starter Pack, or need to build a strong internal business case, this engagement ensures you're ready to go live and realise value fast.

Our Now Assist Pilot helps you configure high-impact skills, support your teams through adoption, and track results — so you can scale with confidence.

Pilot Format

- **Preparation (2–4 weeks):** Legal/security coordination, skill selection (up to 4), success metric alignment
- **Enablement (2–3 weeks):** Skill configuration, testing, agent training, documentation handover
- **Run (4–6 weeks):** Go-live, weekly feedback loops, value tracking, final business case

What Skills Can You Deploy?

Choose four GenAI skills from a library of 50+ across ITSM, HRSD, CSM, finance, and operations, including:

- Case Summarisation – Reduce agent effort
- Resolution Note Generation – Improve consistency
- Knowledge Article Drafting – Boost deflection and content quality
- Search Summarisation – Surface answers faster
- Response Drafting – Speed up communication with less effort

We'll help you prioritise the right skills to deliver early, visible impact.

What You Walk Away With



Four Now Assist skills deployed in production



Time-saving benchmarks and adoption metrics



Final value report and internal business case



A structured path to unlock Pro+ ROI

Now Assist PILOT



Ideal For

- Organisations looking for a low-risk, high-impact launch into ServiceNow GenAI
- Customers with Pro+ or purchasing via an AI Starter Pack
- IT, HR, and CSM teams who are ready to activate GenAI in live workflows
- Leaders who are building confidence and executive buy-in for AI investments



Why It Works

- Real skills deployed in your production environment — not just a test or trial
- Built-in feedback, training, and value tracking
- Faster, leaner, and more cost-effective than traditional implementations

What Comes Next?

After the pilot, you can:

- Expand GenAI across more workflows and teams
- Optimise skill performance and scale usage
- Leverage your value report to secure future investments

Now Assist Pilot gives you the fastest path to real GenAI outcomes — and a strategy to scale.



Ready to Launch GenAI with Confidence?

Let's book your AI Readiness Session and go live in 10 weeks.

info@newrocket.com
newrocket.com

