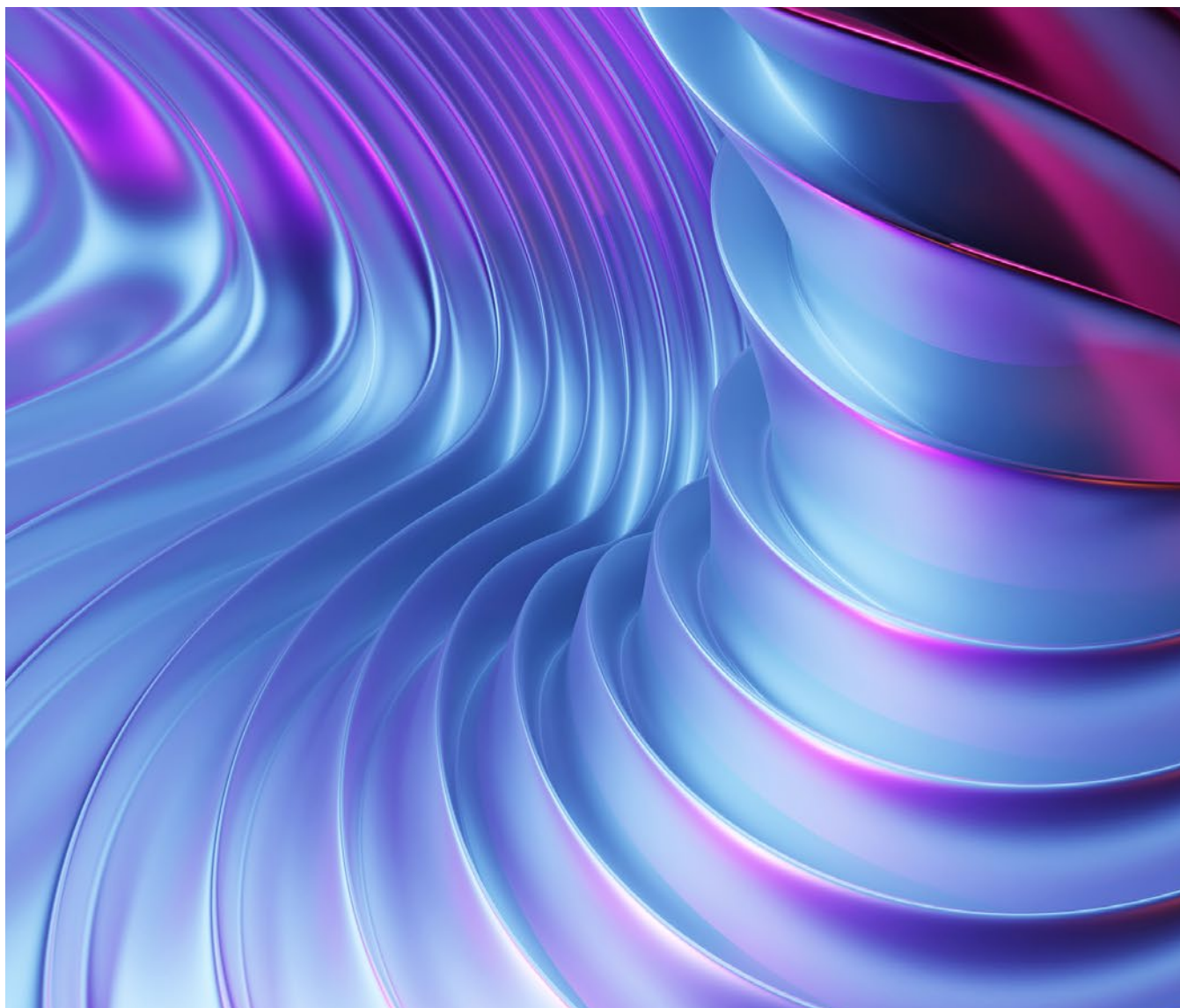




BROCHURE

EPAM + ServiceNow

Precision-Engineered &
Personally Tailored to Your Needs

What Sets Us Apart



Engineering DNA

We're an engineering-led company, not a staffing firm. We design ServiceNow solutions for scalability, upgrade resilience and long-term platform health — minimizing technical debt and maximizing business outcomes.



AI Stack in Delivery

We embed AI throughout the delivery lifecycle using AI/Run™, DIAL, migVisor™, ELITEA and leading AI models including OpenAI, Anthropic Claude, Google Gemini and Microsoft Copilot. From discovery and development to testing and upgrades, AI accelerates delivery while improving quality and consistency.



Built for Adoption

Technology alone doesn't drive transformation. We embed organizational change, user adoption and value realization into every engagement to ensure measurable business outcomes.



Cloud & Hyperscaler Ecosystem

As strategic partners with AWS, Microsoft and Google Cloud, we help organizations maximize the value of ServiceNow through cloud modernization, AI integration and platform innovation.



Industry Expertise

Our practitioners bring real-world experience across Financial Services, Healthcare & Life Sciences, Manufacturing, High Tech, Public Sector and Non-Profit organizations, helping accelerate value with industry-informed solutions and accelerators.



Data & AI Foundations

Successful AI starts with trusted data. We help clients modernize CMDBs, establish workflow data foundations, connect enterprise data sources and implement governance frameworks that make AI secure, auditable and enterprise-ready.



Enablement by Design

We transfer knowledge, establish operating models and upskill teams so clients can sustain and scale their ServiceNow and AI investments long after implementation.

Core Capabilities

Trusted by 500+ global EPAM customers that leverage ServiceNow, delivering engineering, modernization, AI and workflow transformation services across industries.

IT Service Management (ITSM)

Modernize IT operations with AI-enabled service management, platform resilience and continuous service improvement.

AI Workflows & Agentic Automation

Enterprise AI agents and autonomous workflows powered by Now Assist, Agentic AI and workflow orchestration that reduce manual effort and accelerate execution.

IT Operations Management (ITOM/AIOps)

Transform operations through AIOps, observability, event intelligence and self-healing capabilities that drive resilient, always-on services.

Customer & CRM Workflows

Deliver connected customer experiences through AI-powered service, sales and CRM workflows on a unified platform.

Data, Cloud & AI Foundation

Build trusted AI on a foundation of clean data, modern cloud architecture and connected enterprise workflows across AWS, Microsoft Azure and Google Cloud.

Employee Experience & HR Transformation

Improve employee engagement through intelligent onboarding, case management and digital workplace experiences.

Risk, Security & Compliance

Strengthen governance and resilience through integrated risk, security operations and compliance automation.

Strategic Portfolio Management (SPM)

Align strategy, investments and execution across portfolios, programs and product teams.

Platform Engineering & App Development

Extend ServiceNow with custom applications, enterprise integrations and scalable platform engineering built for long-term maintainability.



Offerings

01

AI-Powered Workflows

Transform enterprise operations with AI, agentic automation and workflow orchestration:

- ServiceNow AI Agents and Agentic AI
- Now Assist adoption and optimization
- Autonomous workflows across IT, HR, Customer Service and Finance
- AI-powered platform of execution
- Productivity and cost reduction outcomes fewer cases

02

AI-Powered SDLC

Accelerate ServiceNow delivery through AI-enabled engineering:

- AI-assisted requirements and design
- Code generation and validation
- Automated testing and regression
- Upgrade impact analysis
- Claude Code, GitHub Copilot and AI engineering frameworks
- Faster delivery with lower technical debt

03

Data Foundations & Readiness for AI

Data is the fuel that powers AI-driven workflows:

- Workflow Data Fabric
- CMDB modernization
- Service Graph
- Data.world integration
- Data governance
- AI readiness assessments
- Trusted enterprise knowledge layers

04

Cloud & Hyperscaler Solutions

EPAM helps enterprises maximize ServiceNow investments through cloud-native architectures and strategic partnerships.

- AWS + ServiceNow
- Microsoft + ServiceNow
- Google Cloud + ServiceNow
- FinOps and CloudOps
- Landing zone modernization
- AI infrastructure readiness
- Data platform integration

Results That Speak for Themselves

GLOBAL PHARMACEUTICAL CO. Now Assist + AI

30-40%

Faster ticket processing

30%

Fewer total tickets

255+

Topics automated via AI



Global AI rollout across all offices

GLOBAL HEDGE FUND ITSM Implementation

810K

Incidents resolved in 6 months

99%+

SLA compliance rate

2.5 mo

Full go-live time

1.5 hrs

Average resolution time

INDUSTRIAL COMPANY AIOps & Monitoring

50%

Cost reduction achieved

100%

SLA adherence

90%

Automated test coverage

3,100

Employees on 24/7 managed support

GLOBAL INFORMATION SERVICES CO. Enterprise ServiceNow

60+

Business units onboarded

20+

Legacy tools decommissioned

4 yrs

Multi-entity program



Single platform and source of truth across the organization

GLOBAL ENTERPRISE GenAI in Delivery

60%

Tickets using ML / GenAI

28%

Fully auto-categorized

40%

Incident MTTR reduction



Deployed at scale across the global enterprise

Our Experience

1,000+

ServiceNow Certifications

20+

Years Service
Management Expertise

508

Global Customers
Using ServiceNow

360°

Partner, Customer &
Vendor to SN

65%

Effort Reduction via
EPAM Accelerators

GET IN TOUCH

Want to learn how EPAM + ServiceNow can help
grow your business? Find out more:

www.epam.com/services/partners/servicenow

