accenture

AI LIGHTHOUSE
VIDEO TRANSCRIPT

Great. Um, you've mentioned Lighthouse a couple of times.

Yeah. And for anyone who's not familiar with it, that's the Accenture ServiceNow, Nvidia partnership.

Um, can you speak to any early use cases with customers Mm-Hmm. Around that, where the strength of those three companies is coming together and perhaps any lessons for other customers?

Yeah, I'd love to. Um, so again, the, the goal of AI Lighthouse, and this was an initiative that, uh, we solidified with Bill McDermott and Julie Sweet, our CEO of, of Accenture to really help make Gen AI real for our enterprise customers. If we did that, we could fast track the adoption and the development of the capabilities, which one of the number one things we've heard from all of our customers is that if there's a choice to have gen AI resident in a platform with the security using the data and the protection, that's the preferred way. So AI Lighthouse was to make that possible faster.

We've had, um, many, many, um, many, many client conversations I've mentioned. We have approximately 10 customers in our Lighthouse program today.

Um, of those 10, we are about the 100 to 200 day mark with many of them using the ServiceNow Gen AI, pro plus SKUs.

Accenture being one of those. Um, and we have, we were starting to see a number of, of early lessons learned.

We were able to share, um, a couple of those on stage with a couple of, with a couple of our

clients involved with Lighthouse at the exec circle yesterday. I would say there's two main categories of lessons learned. One, we, we often think about ion the technology and we're amazed by the technology. And I'll talk to what we're seeing there in terms of some early results.

And I think the fairly important category now is how to drive adoption. How do we really have employees embrace this technology?

And I'll, I'll come back to why that's so important in a second.

So in the technology front, um, we are seeing early implementations of, of this at our Lighthouse customers, um, in our IT service management, customer service management, and with the creator workflow.

Some of the real sweet spots of the ServiceNow platform, real sweet spots, right?

Yeah. Um, and we're seeing now that, um, some earlier customers we're seeing IT incidents come in at a certain rate per minute per hour and we're seeing 50, 60, 70% of those incidents being closed with an assist.

Now Wow.

On the development front, we're seeing a lot of progress.

Um, one of the thing what we're starting to do with some clients is we're taking development teams and we're doing some control testing.

What do we mean take a team of 10 developers, team A and team B,

five and five on each.

Um, we give one team the new creator prop plus SKUs and the other we let do their traditional way.

And we're seeing speed improvements the 50%. And we're also now doing quality checks too, to see like there's real benefit and speed infer for our customers.

Most have a backlog of enhancements they wanna continue with in the platform. So to be able to roll out these operational improvements is of, of great desire by many.