

BROCHURE

Agentic Central

From AI Pilots to Run-State Execution



Introduction

Enterprises are investing in AI, but most initiatives remain stuck in pilots. Agentic Central is LTM's enterprise Agentic AI capability built natively on the ServiceNow platform. It embeds governed technology and business process AI agents directly into workflows, enabling scalable, run-state execution.

Unlike traditional AI that sits outside the flow of work, Agentic Central connects user intent, execution, and governance in a single control plane. To scale effectively, enterprises must **Outcreate service operations**, where AI becomes part of how work gets done.

Business Problem: Why AI and Work Break at Scale

Enterprises face growing operational complexity while service expectations continue to rise. Yet most AI investments struggle to scale beyond pilots due to:

- Rising cost to serve due to manual triage, handoffs, and rework increase
- AI pilots that fail to convert into enterprise operating models
- Fragmented workflows across ITSM, HRSD, ITOM, ITAM, procurement, and CSM
- Limited governance over AI decisions, actions, and outcomes
- Inconsistent experiences across channels, regions, and roles

When AI sits outside workflows, decisions lack auditability, ownership remains unclear, and value stays trapped in experimentation. This results in longer lead times and higher cost per ticket.



Our Solution: Put Agents Inside the Process

Agentic Central provides one control plane for enterprise agents on ServiceNow. It connects intent (what a user asks), execution (what the platform runs), and governance (what leaders can measure) so AI work happens inside the process, not beside it.

With Agentic Central, enterprises shift:

- From managing tickets to managing outcomes
- From manual coordination to orchestrated execution
- From isolated automation to scalable, agent driven operations

On day one, this enables:



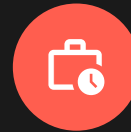
Deployment without reset

Pre built agent packages that fit existing ServiceNow estates



Process ownership by design

Agent workflows aligned to approval, execution, and audit models



Run state outcomes

Metrics tied to cycle time, deflection, compliance, and experience

Key Features: The Blueprint to Scale Agents

Agentic Central delivers a blueprint that scales from a single use case to enterprise wide adoption without re-engineering the platform.

Five Layers That Turn Intent into Execution

01

Technology AI Agents

Agents for IT and digital operations that reduce handoffs and take work to closure:

- Intelligent network and access management
- Smart knowledge and major incident management
- ITSM, ITAM, and AIOps automation

02

Business Process AI Agents

Agents that standardize execution and keep policy in the flow of work:

- HR business operations and onboarding
- Smart procurement and policy management
- Customer knowledge and service workflows

03

Process Managers and Migrator Packs

Accelerators that convert existing services into agent ready execution:

- Catalog and CRM migration
- ITSM and HR onboarding migration
- L1.5 agent enablement and shift-left adoption

04

Conversational and Voicing.AI Enablement

Conversational and voice enabled interaction allows users to submit, clarify, and complete work across channels in a single thread.

05

Tooling Ecosystem

Agentic Central ships with 500+ reusable tools including orchestration assets, workflows, playbooks, and skill kits, enabling teams to extend capabilities through configuration.

Prove It in Production

AI programs succeed when execution, governance, and change management evolve together. LTM brings deep ServiceNow expertise and AI-first operations design to help enterprises operationalize agentic AI with confidence.

What Powers Agentic Central

- Domain patterns that define what an agent can decide and when escalation is required
- Pre-configured agents and accelerators that shorten time-to-value
- Delivery capacity to scale adoption across functions and geographies
- Outcome-led delivery tied to metrics leaders track: cost, speed, compliance, and experience

Why LTM?

LTM combines deep ServiceNow expertise with AI-first operations design to operationalize agentic AI at scale.

With 700+ enterprise transformation programs, LTM helps organizations move from AI as a feature to AI as an operating capability that can be governed, measured, and scaled.

Move from AI pilots to real outcomes with Agentic Central.

 Contact us at LTMServiceNow.Communication@ltm.com

LTM is a global technology services and consulting company and the Business Creativity partner to the world's largest and most disruptive companies. We bring human insights and intelligent systems together to help enterprises across industries rewire their business models, accelerate innovation, and drive AI-centric growth. With our integrated operations, transformation, and business AI services, we design and deliver solutions that create new productivity paradigms and new roads to value. Together with 87,000 employees across 40 countries and our global network of hyperscaler partners, LTM — A Larsen & Toubro company — owns business outcomes for over 700 clients, helping them to not simply outperform the market, but to Outcreate it.