

BROCHURE

# Autonomous Managed Services

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Outcreating Operations with AI-Driven, Self-Optimizing ServiceNow Ecosystems



Autonomous Managed Services (AMS) represents the next evolution of enterprise operations on ServiceNow, shifting from people-led support to AI-driven execution.

AI agents are embedded into the platform to observe, decide, and act across IT, employee, and customer workflows.

These agents continuously analyze signals from system data, resolve issues, optimize processes, and learn over time within governed boundaries.

The vision is clear: **Move enterprises from managing tickets to managing outcomes.**

AMS carries a future where routine operational work fades into the background, allowing enterprises to focus on innovation, growth, and experience while the platform takes care of itself.



## Challenges in ServiceNow Operations

Enterprises today face a widening gap between operational complexity and human scalability. AMS is designed to address the following core challenges:

- Rising operational costs as manual processes scale with ticket volumes and platform complexity
- Reactive operations that delay resolution and increase downtime and user dissatisfaction
- Fragmented knowledge that leads to repeated issues, rework, and slow onboarding
- Limited governance over automation, creating risk, inconsistency, and lack of trust
- Underutilization of ServiceNow capabilities, leaving automation and intelligence untapped

Without change, operations remain inefficient, costly, and unable to scale with business demands.

## Built for Enterprise Operations

Enterprises that adopt Autonomous Managed Services can expect measurable, sustained outcomes.

### Faster, predictable outcomes at scale

AI agents handle routine scenarios with speed and consistency, reducing delays and keeping operations steady as demand grows.

### Lower cost-to-serve with higher quality

Shifting repetitive work to governed AI reduces manual effort while improving accuracy, consistency, and overall service quality.

### Proactive and self-healing operations

Issues are identified and resolved early, minimizing disruptions and reducing the need for reactive intervention.

### Continuous learning and optimization

The platform learns from every interaction, strengthening workflows, refining decisions, and improving performance over time.

### Trust, control, and transparency

Every autonomous action is explainable, auditable, and governed through tiered autonomy models, ensuring enterprises maintain full control while confidently scaling automation.

## How LTM Delivers Outcomes

LTM combines deep ServiceNow expertise with AI-first operations design to help enterprises move beyond incremental improvements and deliver sustained outcomes.

We operate as a partner, not just a delivery team—connecting operational signals to decisions, and decisions to automated actions that drive business results.

**Our approach challenges traditional, people-heavy operations models by embedding intelligence, governance, and automation into the core. This creates a system that continuously improves while maintaining control and trust.**

## Capabilities That Drive Outcomes



### ServiceNow platform engineering at scale

Strong foundations across CMDB, service mapping, integrations, performance, and upgrade resilience



### AI-led operations design

Intelligent triage, event-to-action patterns, remediation workflows, and closed-loop optimization



### AIOps and observability enablement

End-to-end visibility, signal correlation, noise reduction, and proactive issue detection



### Knowledge and experience transformation

Structured knowledge, virtual agent readiness, and shift-left strategies to reduce demand



### Governed autonomy and risk controls

Tiered autonomy, approval thresholds, rollback mechanisms, and audit-ready traceability



### Outcome-driven managed services

KPI and SLA engineering, value tracking, and continuous improvement roadmaps



With LTM, Autonomous Managed Services becomes a strategic capability, one that strengthens governance, improves performance, and scales with confidence.

Start your AI journey on a platform built for trust, scale, and speed.

Connect with us at [LTMServiceNow.Communication@ltm.com](mailto: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.