

# Embrace the evolution: the Vancouver release

Your guide to ServiceNow's  
latest platform upgrade

FUJITSU | servicenow®



ServiceNow's latest platform update is here: the Vancouver release. This release brings new capabilities and enhancements, but the stand-out from everything that's new is how customers can leverage Generative AI to boost productivity and accessibility across all areas of the platform.

Whilst a new era of Generative AI has taken the world by storm over the past year, AI and Machine Learning has been part of the Now Platform® for many years already and ServiceNow has shown its commitment to enhancing the platform's native capabilities through its partnership with NVIDIA. ServiceNow Vancouver takes this to the next level with the Generative AI Controller which enables customers to connect their ServiceNow instance with ChatGPT and Microsoft Azure OpenAI Service.

At Fujitsu, we believe that Generative AI has the power to enhance how we utilize technology to create the great experiences our employees need and that will drive customer loyalty. But, as with any new technology, this needs to be applied strategically to ensure its use is driving towards business objectives and not compromising any imperatives like security.

In this eBook, we'll be sharing how Generative AI can bring new levels of personalization, accessibility, and intelligence to your workflows, along with other key enhancements from the Vancouver release.

Irrespective of your industry or where you are on your journey, we have the experts to advise and co-create the right approach for you. People who understand your industry's best practices, trends, and how to gain a competitive advantage by making the most of your ServiceNow investment.

It's time to embrace the evolution, empower your people and deliver even greater experiences. Fujitsu and ServiceNow are here to help you get there.



# What you need to know about Generative AI

It's no surprise that a lot of excitement is focused on what Gen AI brings to the Now Platform®. ServiceNow's integration with ChatGPT and Microsoft Azure OpenAI Service will enable new opportunities for organizations to explore as they advance in leveraging the power of the platform's capabilities. Here, we've highlighted a few use cases that we think will bring the most impact.

## Case summarization and auto-generated knowledge articles for IT, HR and Customer Service cases.

The Vancouver release enables customers to harness generative AI to digest information and create case summary notes in seconds, including information on incident details, previous touchpoints and actions taken, all the way through to resolution. Not only does it save time for employees, it also enables a quicker hand-off process when cases are passed between internal teams and greater visibility for customers. Taking this a step further, once the case has been resolved, Now Assist suggests new Knowledge articles based on how the case was resolved, to enable faster resolution next time.

**Case summarization and suggestions for knowledge articles are both great examples of how generative AI can empower organizations by simplifying manual steps and enabling people to focus on high-value activities that drive case resolution.**

**Over the past years, there has been a focus on how to address the digital skills shortage. This is a great example of how we can harness generative AI to reduce the time consuming and frustrating repetitive and manual work for developers and enable them to focus on delivering outcomes and solutions instead.**

## Accelerating the low-code no-code development experience.

Every developer has been there; hours spent writing the same code over and over for repetitive commands. Generative AI brings new possibilities for driving efficiencies, including the new text-to-code capabilities. New in Vancouver is the ability to leverage Generative AI to translate natural language text descriptions into high-quality recommended code. This code can then be reviewed, tested, and implemented directly – speeding up development, and increasing productivity.

Whilst virtual agents have become commonplace in both our consumer and working lives, the experiences delivered have been held back by what could be pre-programmed by humans. Harnessing the power of generative AI will enable organizations to leverage the information already held across their platform to better serve end-users, whilst delivering better experiences through natural language.

## Bringing the human-touch to Virtual agent

Virtual agents have already changed the way service desks operate, whether it's serving IT, customer or employee needs. Now Assist for Virtual Agent takes this to the next level with conversational experiences in natural language. Information can be formatted in the optimal way, whether that's text, links, images, videos or even highlighting the most relevant segments of knowledge-based articles, to speed up time to resolution and improve experiences for end-users. Even better than this, it's ability to understand and respond through natural language will enable it to guide end-users to resolution, even if they don't know who to ask or where to start.



# Accelerate Sustainability Transformation within IT

When organizations think of sustainability transformation, it's easy to think of this as the responsibility of a siloed team, or perhaps a dual role for finance – or even marketing. But the truth is, every team and individual has a role to play. Vancouver brings new capabilities to empower IT leaders to turn sustainability transformation ambition into action.

## New app/feature/capability blocks: ESG Sustainable IT

The new Sustainable IT dashboard and capabilities within ESG enable customers to see, manage and make informed decisions about their IT equipment through an ESG lens. In conjunction with HAM, this functionality enables customers to see the expected lifetime Co2 emissions of equipment across the IT environment, including hardware assets and data centers. This will enable organizations to make eco-friendly decisions as a result.

Organizations are looking to each department now to contribute to carbon emission reduction goals. With IT often accounting for over 40% of an organizations' overall emissions, it is becoming critical for IT leaders to have visibility across their IT environment so they can take necessary actions to reduce IT's footprint.



## Wherever you are on your journey, we're here to help

We're here to assist you in maximizing your ServiceNow experience, whether it's evaluating your platform's readiness for an upgrade or determining which new features and capabilities will provide the most value to your organization. Our teams can get you up and running with the latest release as quickly as possible, while ensuring your operations are never impacted in the process.

Whether you're looking to unlock value from your existing investment, expand your platform to empower more teams across the organization, or to engage the strategic value of your platform for true enterprise-wide transformation, we're here to help. We've done this for ourselves, and for customers around the world, and we're ready to help you too.

[Get in touch to find out how you can embrace the evolution.](#)





© Fujitsu 2023 | 9333-04. All rights reserved. Fujitsu and Fujitsu logo are trademarks of Fujitsu Limited registered in many jurisdictions worldwide. Other product, service and company names mentioned herein may be trademarks of Fujitsu or other companies. This document is current as of the initial date of publication and subject to be changed by Fujitsu without notice. This material is provided for information purposes only and Fujitsu assumes no liability related to its use.