

A woman with curly hair, wearing a blue and white striped shirt, is looking directly at the camera with a slight smile. The background is a blurred office setting with windows and indoor plants.

DXC

THE INTELLIGENT ENTERPRISE:

WHAT DID SERVICENOW KNOWLEDGE 2026 REVEAL?

The conversation among leaders at this year's ServiceNow Knowledge 2026 event was unambiguous about the following: The era of undisciplined AI experimentation is over. Rushing into pilots without a clear strategy, running disconnected proofs of concept, and treating AI as a technology exercise rather than a business transformation — that is all over.

For enterprise leaders, 2026 is the year the work got real. Boards are demanding returns, CIOs are consolidating platforms, and AI governance has moved from a nice-to-have to a non-negotiable. The question is no longer whether to embrace agentic AI but how to do it without losing control of cost, security or strategy.

The organizations that will lead in this era aren't necessarily the ones moving fastest: They're the ones building the right foundations. DXC is here to help you build yours, as you transform with agentic AI on your terms. Here, we offer some initial considerations for your enterprise agenda.

At Knowledge 2026, our DXC Technology experts showcased the depth of our partnership with ServiceNow and the demonstrated value for our customers and clients.

From co-developing capabilities directly with ServiceNow's product teams to deploying them at scale across some of the world's most complex enterprises, we're showing what's already working in the AI era.

As an industry leader, we see **four forces shaping the enterprise agenda** right now:

- **AI is moving from pilot to production**, demanding measurable outcomes rather than proofs of concept.
- **Platform consolidation is accelerating**, as organizations look to reduce complexity and vendor sprawl.
- **The build-versus-buy debate is intensifying**, with every major platform now offering AI-native capabilities.
- **Governance has become a prerequisite** — not a follow-on consideration.

ServiceNow's response to these four forces was front and center at Knowledge 2026. The platform is positioning itself as the control layer for the agentic enterprise — the place where AI agents of any origin can act with speed, oversight and accountability.

As both a ServiceNow Elite partner and an active user of its products, we gain practical insight into what works, what doesn't and where the real value lies — and we can share this insight with you.

Against this backdrop, **DXC has identified five game changers**, the developments we believe are most decisively shaping enterprise strategy. This is our point of view, informed by what we saw and heard at Knowledge 2026 and grounded in what we know from running these capabilities ourselves.

Taken together, **these five game changers represent a shift from AI that simply assists workers to AI that carries the work end-to-end — governed by a unified platform** spanning IT, HR, finance, security and beyond. Let's discuss each game changer: what it means, why it matters, and what you should do about it now.



GAME CHANGER 1: SERVICENOW'S AI CONTROL TOWER

End-to-end AI governance across five dimensions — discover, observe, govern, secure and measure — managing every AI agent, model, dataset and identity across the enterprise, including third-party systems like AWS, Azure, Google Cloud, SAP, Oracle and Workday.

For most enterprises, the AI governance problem is already here; it just hasn't been named yet. Business units are deploying agents independently. Costs are climbing. And when something goes wrong, there's no single place to look.

ServiceNow's AI Control Tower changes that, providing end-to-end oversight across five dimensions: discover, govern, secure, observe and measure.



THE CHALLENGE

- AI agent sprawl across business units → resulting in having no unified view of what's deployed, or where or whether it's behaving as intended.
- Rapidly growing token and consumption costs from agentic workloads, with limited visibility into ROI.
- No mechanism to detect when an agent operates beyond its permissions, creating audit and compliance exposure.
- Inconsistent governance across hybrid model providers (OpenAI, Anthropic, Google, custom) and clouds.
- Responsiveness to evolving AI regulatory demands.
- No reliable way to quantify AI value to leadership or justify continued investment.

ASK YOURSELF

- Can you inventory every AI agent running in your enterprise today, including those built outside ServiceNow?
- What controls do you have to shut down a misbehaving agent in real time?
- How are you tracking AI consumption costs against business outcomes, and can you explain it to your CFO?
- Are you ready for AI regulation audits?
- Is your governance model ready to scale alongside agent adoption, or will it become the bottleneck?

HOW DXC HELPS

DXC defines an approach to operationalizing AI Control Tower as an enterprise-wide governance backbone. In practice, this approach includes:

- Designing and deploying governance policies that work across hybrid model providers and clouds
- Aligning governance rules with industry-specific compliance frameworks, and automating orchestration of governance workflows
- Building ROI and cost-tracking dashboards that quantify AI value in terms that leadership can act on
- Leveraging DXC's expertise on the EU AI Act and ServiceNow's prepackaged surveys and controls to meet legislative requirements
- Leveraging the DXC ServiceNow AI Readiness Assessment to establish your baseline and prioritize where to move first

The bottom line: Governance shouldn't be the thing that slows AI adoption down. Built right, it's what makes scale possible.

GAME CHANGER 2: SERVICENOW'S OTTO & EMPLOYEEWORKS

A unified conversational AI experience powered by **Moveworks, Now Assist and AI Experience** that becomes the single front door for employees, turning natural-language intent into completed enterprise work across IT, HR, finance, procurement and beyond.

Most employees struggle with getting things done: too many portals, too many queues, too much time lost figuring out which system to use for what. ServiceNow's Otto and EmployeeWorks collapse that complexity into a single AI-powered front door that doesn't just answer questions — it completes the work.

THE CHALLENGE

- Employees navigate a sprawl of portals, apps and request systems → resulting in productivity lost to context-switching and “which tool do I use?”
- High tier-1 service desk volume for routine HR, IT and facilities requests that should be self service.
- Cross-functional processes — onboarding, expense management, equipment requests — stall because no single system spans IT, HR, finance and procurement.
- Generic chatbots and virtual agents don't complete work end to end; instead, they lead users back to the existing, fragmented systems.

ASK YOURSELF

- Where is most of your employee productivity lost today — portal navigation, ticket queues or waiting on cross-functional handoffs?
- What deflection rates and case-resolution times would meaningfully change your service desk economics?
- How ready are your HR, finance and procurement systems to be reached through a single AI front door?
- Do you want to standardize on one conversational AI experience, or risk having competing assistants proliferating from every software as a service vendor?

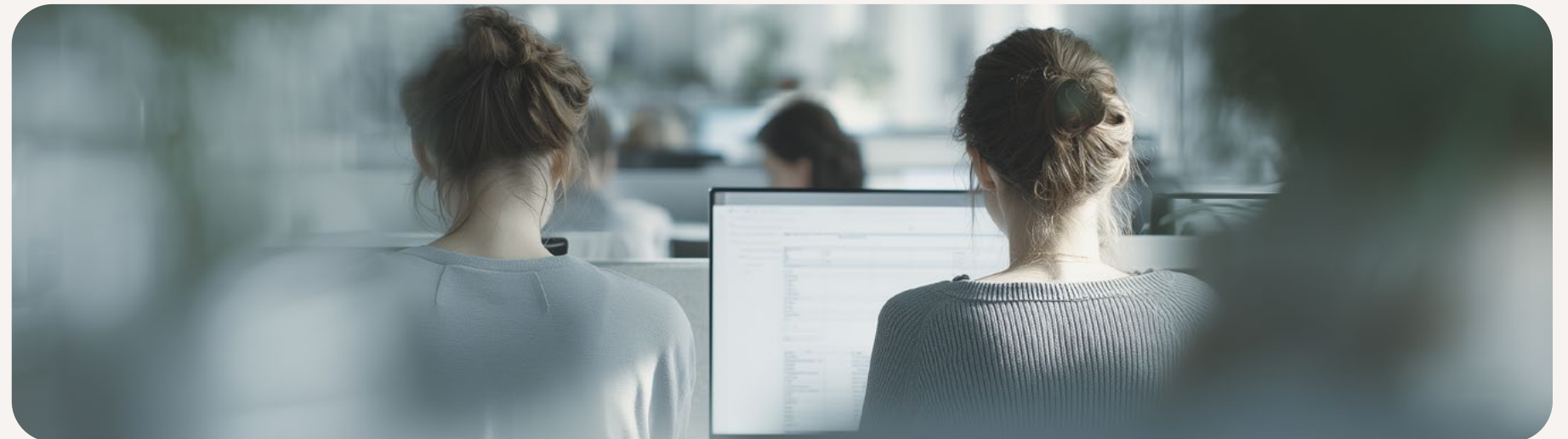
HOW DXC HELPS

DXC brings deep ServiceNow experience to solutions like Otto and EmployeeWorks, ensuring that our clients realize value faster and with greater confidence.

For you, as our customer, we are:

- Applying the DXC deployment playbook to accelerate your rollout and reduce execution risk
- Designing the integration layer that lets Otto reach HR, finance, procurement and HCM systems via DXC's ServiceNow+ ecosystem — including Boomi, AWS and Dynatrace
- Leading change management and adoption — personas, training and measurement — to ensure that employees actually use the new front door

The bottom line: A single AI front door only works if it can reach every system that employees depend on. We've already built and have experience using that bridge — first, for ourselves.



GAME CHANGER 3: SERVICENOW'S ACTION FABRIC & MCP SERVER

Opens the ServiceNow platform to any AI agent — Claude, Copilot, Gemini or a custom-built model — through a generally available MCP server, allowing agents to execute governed workflows and approvals and catalog actions with every action identity-verified, permission-scoped, and audited through AI Control Tower.

The AI assistant landscape is not consolidating — it's expanding. Employees are already using Claude, Copilot and ChatGPT alongside ServiceNow. The question isn't whether those agents will touch your enterprise systems; it's whether they'll do so in a governed, auditable way.

Action Fabric and the MCP server answer that question, turning ServiceNow into the governed execution layer for any AI agent, from any provider.

THE CHALLENGE

- Employees use multiple AI assistants, but none of the AI assistants can actually complete work in core enterprise systems.
- Third-party AI agents have API access but no governance; this creates audit gaps and security exposure.
- Building custom integrations for each large language model (LLM) provider is expensive, brittle and creates vendor lock-in.
- Developers want to build with preferred tools — Claude Code, Cursor or Copilot — but need to deploy to a governed platform.
- As there is no unified consumption model for third-party AI traffic, every agent looks the same in audit logs.

ASK YOURSELF

- Which AI agents do you expect employees to be using 12 months from now, and which should be permitted to act in your enterprise systems?
- Are you comfortable with third-party AI agents touching your CMDB, approvals, and workflows without governed permission scopes?
- How will you avoid locking yourself into a single LLM provider while still maintaining one governance plane?

HOW DXC HELPS

DXC brings engineering depth and deep platform expertise to help you design and govern your headless agent strategy from day one:

- Architecting which agents reach ServiceNow via Action Fabric, with what permission scopes, and how consumption is metered
- Building agents in AI Studio and governing the agent ecosystem via AI Control Tower
- Ensuring every third-party agent interaction is identity-verified and auditable through AI Control Tower

The bottom line: The goal isn't to pick one AI provider. It's to make sure every AI provider operates on your terms.



GAME CHANGER 4: SERVICENOW'S AUTONOMOUS WORKFORCE

Role-based AI specialists that execute complete workflows — not just tasks — across IT, CRM, Employee Service, and Security & Risk, each running on shared platform infrastructure governed by AI Control Tower.

The gap between AI that assists and AI that acts is the gap between cost and value. Most AI deployments today still require a human to carry every case from intent to resolution, which means the economics don't change.

Autonomous Workforce closes that gap, deploying role-based AI specialists across the L1 service desk, sales qualification, case triage, HR, finance, procurement, legal and SOC investigation, each one designed to run a complete workflow, not hand it back to the human employee.

THE CHALLENGE

- Existing AI assistants surface answers but don't complete work → resulting in humans still having to carry every case from intent to resolution.
- L1 service desk, sales qualification and case triage costs scale linearly with volume → resulting in having no economic path to handle growth without adding head count.
- Custom-built agents can fail at audit time → resulting in having no permission scoping, no role definition, no trace of what they did or why.
- Pilot AI projects don't produce defensible business cases → as a result, labor savings remain theoretical, and ROI stays hard to prove.
- Industry- and process-specific work still requires humans because generic AI lacks the necessary context.

ASK YOURSELF

- Which roles — e.g., L1 service desk, sales qualifiers, case triage — represent your highest-volume, most-automatable labor spend today?
- Are your data and CMDB clean enough for an AI specialist to act on — or is data readiness the real bottleneck?
- How will you measure savings in deflected cases and freed capacity, and how will you link them to the AI consumption you're paying for?
- What change-management investment is needed to move teams from human-fulfilled to AI-fulfilled workflows?
- Do you need industry-specific specialists — in claims, dispatch or compliance — beyond the standard catalog?

HOW DXC HELPS

Drawing on a highly experienced team of ServiceNow AI-certified engineers and proven IP across insurance, banking, manufacturing and the public sector, DXC brings both the technical depth and industry context to make AI specialists work in practice, not just in demos.

We have the expertise for:

- Identifying and prioritizing AI specialists with the strongest labor-savings case —with L1 IT, CRM, and Employee Service available today
- Designing and delivering industry-specific specialists through the DXC ServiceNow AI Innovation Center of Excellence
- Leading the workforce transition — role redesign, change management and managed services to monitor AI specialist performance in production

The bottom line: AI that assists is a productivity tool; whereas, AI that acts is a business transformation. The difference is in how you deploy it.



GAME CHANGER 5: SERVICENOW'S AUTONOMOUS SECURITY & RISK

A unified security and risk platform integrating Veza for identity governance and Armis for real-time asset visibility across IT, OT, IoT, cloud and AI agents, governed by the AI Control Tower to detect, score and limit or shut down agents that go off-script.

Security teams already face an attention problem: Alert volumes outpace analyst capacity, asset inventories go stale, and identity sprawl makes it harder every year to know who — and what — has access to your systems. Now, add AI agents to that picture. ServiceNow's Autonomous Security & Risk platform addresses the problem holistically, bringing human identities, non-human identities and connected assets under one, governed operating layer.

THE CHALLENGE

- No single source of truth for who — and what — has access to enterprise systems as AI agents and service accounts proliferate.
- Connected-asset inventory is incomplete and stale → resulting in IT, OT, IoT and shadow AI agents falling outside CMDB and security tooling.
- SOC analysts overwhelmed by alert volume → resulting in triage, vulnerability remediation, and third-party risk reviews stalling.
- AI agents introduce a new attack surface: permission sprawl, over-privileged service accounts and no real-time kill switch.
- Security tooling sprawl across point vendors makes it hard to map exposure to business impact and respond at speed.

ASK YOURSELF

- Can you produce a real-time map of every human, service account and AI agent identity that has access to your systems?
- How current is your connected asset inventory across IT, OT, IoT and cloud, and would you know if a new agent appeared outside the inventory?
- Where are the biggest opportunities to automate SOC triage, vulnerability remediation, and third-party risk reviews?
- Does your security operating model treat ServiceNow as an extension of your SOC or as a separate workflow tool?
- What is your incident-response plan if an AI agent acts outside its permitted scope, and can you then shut down the AI agent in real time?

HOW DXC HELPS

DXC brings ISG-recognized "leader" credentials in security managed services and is one of ServiceNow's top Security and Risk partners.

We apply our expertise in:

- Building a unified identity, exposure and risk picture
- Deploying Autonomous Security & Risk specialists for SOC triage, vulnerability remediation and third-party risk
- Standing up an agentic security managed service for 24x7 monitoring of AI agent behavior, policy violations and identity drift

The bottom line: The AI agents that you deploy expand your attack surface. The question isn't whether to govern them; it's whether you can govern them fast enough.



HOW TO MOVE FORWARD: FROM INSIGHT TO ACTION

The five game-changers outlined here are not a checklist. They are a lens — a way of assessing where your organization stands today and what it will take to close the gap between where AI is going and where your enterprise is ready to meet it.

The organizations that navigate this transition well won't do so by chasing every new capability. They'll do so by asking the right questions early: Where are our processes mature enough to support agentic AI? Where is governance in place to act with confidence? Where is the business case clear enough to justify moving now?

That kind of strategic clarity is harder to build than it sounds. It requires deep knowledge of the platform, an honest assessment of organizational readiness, and the ability to sequence investment in a way that builds momentum rather than creating new complexity.

Most enterprises don't struggle with ambition; they struggle with execution. The gap between a compelling AI strategy and a working AI operation is where most programs stall.

DXC'S EXPERIENCE IS YOUR TICKET TO SUCCESS

DXC brings you 1,800+ ServiceNow experts globally, pre-built accelerators across financial services, healthcare, manufacturing, insurance and the public sector, and a dedicated DXC ServiceNow AI Innovation Center of Excellence.

As a ServiceNow Elite Partner, we work directly with ServiceNow's product teams — which means that our clients benefit from early access to new capabilities and a direct line when challenges arise. And unlike other providers who hand off after go-live, DXC manages the full life cycle: strategy, implementation, managed services and continuous optimization.

The AI era will produce clear winners — and it will also reveal organizations that spent years running expensive experiments that never quite delivered. The difference, more often than not, comes down to the quality of the foundations built early, and the quality of the partners who worked with organizations to help build the foundations.

To learn more about how DXC can help your organization, visit dxc.com/serviceNow.

About DXC Technology

DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations — helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world’s most complex technology estates. Learn more on [dxc.com](https://www.dxc.com).

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