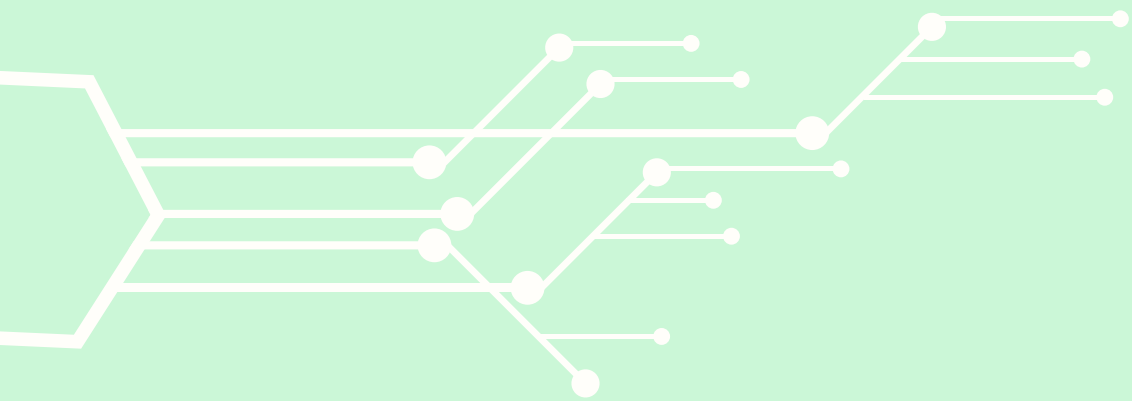




Artificial Intelligence Transformation Story

CUSTOMER SUCCESS STORY

ONDARO + GLOBAL LAW FIRM

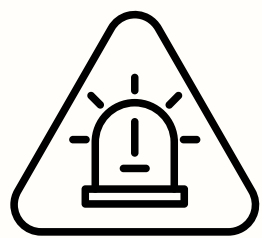


The Challenge

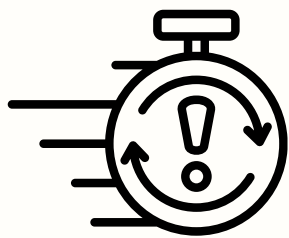
A top 50 global law firm wanted to transform how it delivered IT and business services across the enterprise. Their 2023 strategic plan identified **Generative AI as a core imperative**; not as a technology experiment, but as a business strategy to reduce manual work, improve client service, and prepare the firm to lead in the application of AI to professional services.



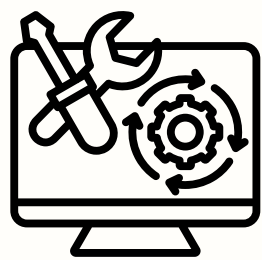
THE FIRM FACED:



High incident volumes across global IT operations.



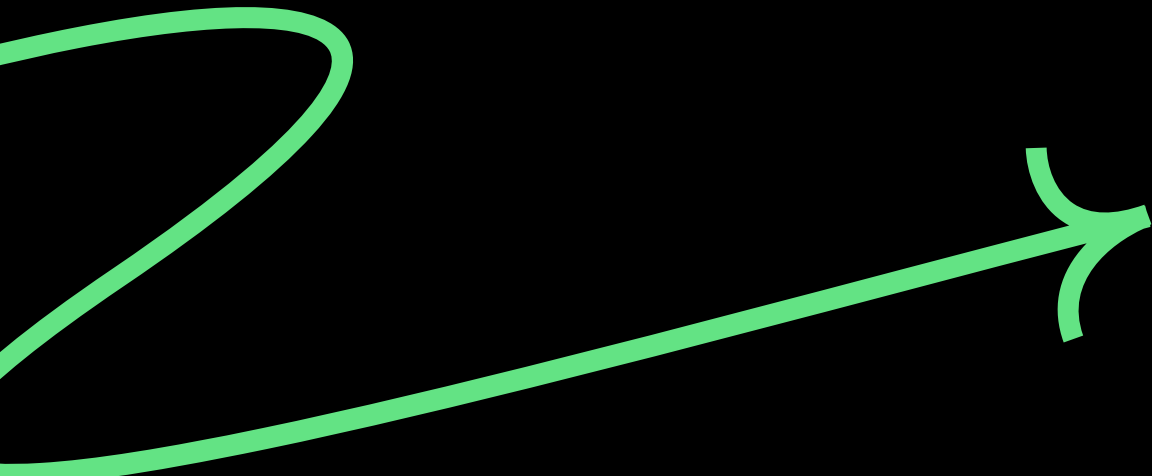
Friction during incident escalations, where knowledge handoffs slowed resolution.



Manual work for Tier 1 agents and developers that consumed valuable time.



A mandate from leadership to consolidate platforms, improve data quality, and automate wherever possible.



The Roadmap to AI Success

The firm didn't just "turn on AI." With Ondaro's guidance, they built an intentional roadmap that aligned technology with strategy and business outcomes.

Ondaro used its D.E.F.I.N.E. framework to structure the AI adoption.

This roadmap ensured the firm avoided the common pitfalls of AI projects such as treating it as a side experiment, lacking governance, or chasing hype without measurable outcomes. Instead, the firm created a repeatable, enterprise-wide AI adoption model with clear milestones, governance, and KPIs.

D

DETERMINE

Established AI as a core outcome of the firm's strategic plan. Secured executive buy-in and linked AI directly to legal service delivery goals.

E

EVALUATE

Assessed readiness across people, process, and technology. Data quality and governance gaps were identified and addressed up front.

F

FOCUS

Prioritized AI use cases with the clearest business value: Tier 1 resolution summarization, escalated incident summarization, and AI-assisted development.

I

IMPLEMENT

Activated ServiceNow Now Assist and Predictive Intelligence in targeted areas, creating quick wins within two quarters.

N

NURTURE

Invested in change management and employee training, positioning AI as an assistant that removes "non-value work," not a job eliminator.

E

EXPAND

Designed a scaling model to extend AI into service delivery, developer workflows, knowledge management, and security operations.



The Solution

Ondaro partnered with the firm to activate ServiceNow's Now Assist suite of Generative AI capabilities, embedding AI into the firm's workflows and governance.

Tier 1 Support – Resolution Summarization

- Automated generation of resolution notes for IT support tickets.
- Freed agents to spend more time helping end users while ensuring consistent knowledge capture.

Incident Summarization for Escalations

- AI-generated summaries packaged full incident history before Tier 2+ handoffs.
- Reduced repetitive questioning of users, accelerated expert diagnosis, and improved customer satisfaction.

Developer Productivity with Now Assist for Creator

- AI-assisted development tools (text-to-code, text-to-flow, text-to-app).
- Increased sprint velocity and reduced backlog pressure on limited ServiceNow developers.

Predictive Intelligence & Knowledge AI

- AI-driven incident classification and deflection to self-service.
- Integrated AI search, knowledge article generation, and virtual agent capabilities for the firm's employee portal.

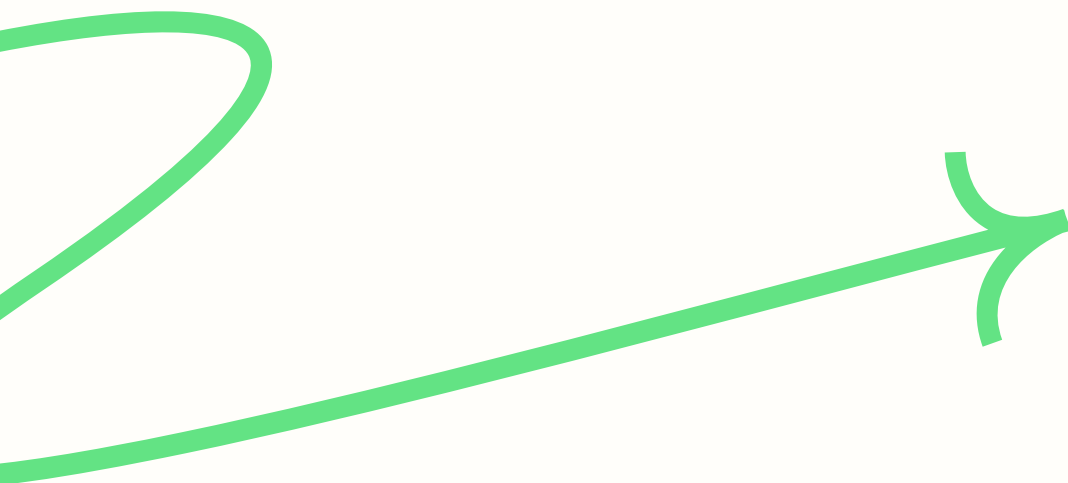
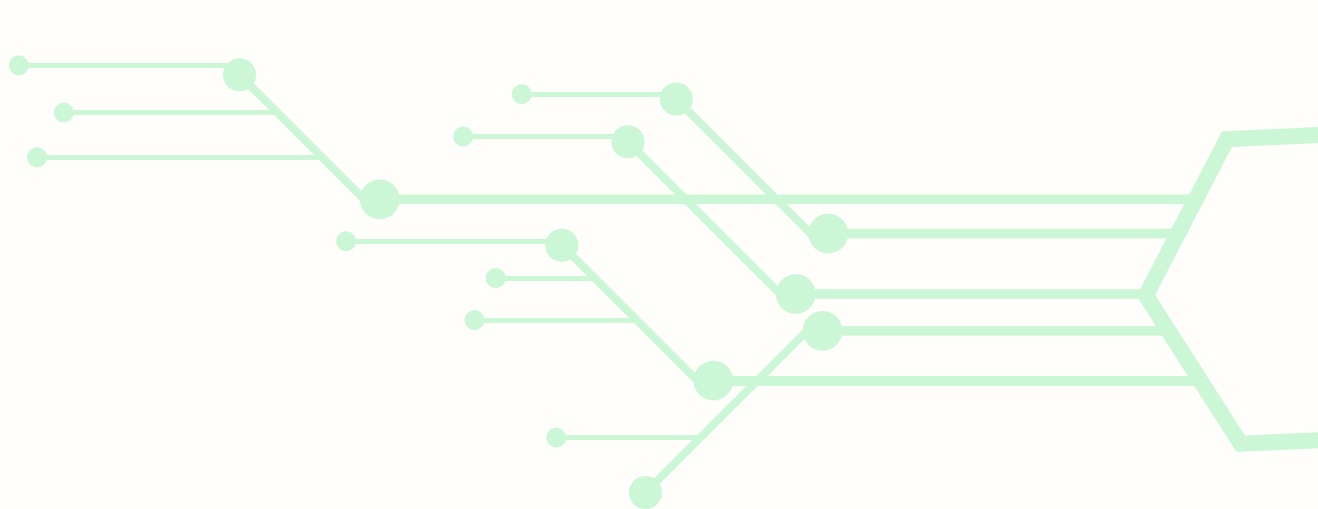
Governance & Change Management

- Expanded the firm's existing **data governance** program into AI governance, ensuring responsible use.
- Quarterly training challenges and OCM initiatives to upskill staff and build AI confidence.
- Framed AI as an **assistant, not a job eliminator**, focusing on removing
- "non-value work."

Altogether, these AI capabilities were **deployed in about three months**, following the roadmap Ondaro built with the firm before their Now Assist purchase. This allowed the firm to move quickly from strategy to measurable impact.

The Results

Comparing 183-day periods before and after
Now Assist activation (over 22,000 incidents):



75%

faster resolution for
escalated incidents.

41.8%

reduction in mean time
to resolve for cases with
a single reassignment

34.9%

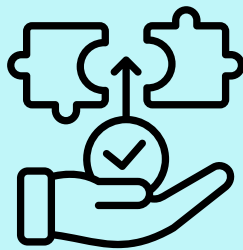
reduction in mean time
to resolve for multi-
reassignment incidents

74.8%

reduction in total time spent
investigating/resolving multi-
reassignment incidents



**Millions of business minutes
saved** — translating directly
into lawyer productivity and
client service improvements.



**Tier 1 resolution rate
increased** from 78.6% to 79.7%,
despite rising incident volume.



**Higher user satisfaction
scores**, fewer repetitive
questions, and improved CSAT.



**Developer velocity
improved**, with more user
stories completed per sprint.

KEY LESSONS FOR PROSPECTS AND CUSTOMERS:



The Strategic Value

The firm's AI journey demonstrates that real transformation happens when AI is embedded into business strategy — not treated as a side experiment. With Ondaro's roadmap and governance model, the firm achieved more than operational wins: it built a scalable foundation for future growth.

AI is a Business Strategy, Not Just Technology

The firm made AI a board-level priority, aligning it with their strategic plan. That ensured top-down commitment and funding.

Quick Wins Build Momentum

By targeting specific use cases like resolution summarization and incident handoffs, the firm showed measurable impact within two quarters — proving value early while setting the stage for bigger outcomes.

Data and Governance Are Prerequisites

AI adoption only delivered value because the firm invested in data hygiene, governance, and change management. Other firms must address these foundations to scale responsibly.

AI Can Scale Service Delivery

Even as incident volume rose, resolution efficiency improved. AI helped the firm **absorb more demand without bottlenecks**, showing that GenAI is a lever for sustainable growth, not just cost savings.

Ondaro's Role: Repeatable Success

The same DEFINE roadmap, value frameworks, and governance models can be applied to any enterprise. Ondaro isn't just delivering technology — it's guiding organizations through a **proven adoption path** that ties AI to measurable business outcomes.