

# Autonomous Workforce

Deploy autonomous AI specialists that execute jobs while your team focuses on strategy

Consolidate onboarding, approvals, & team management on one platform where AI specialists execute complete workflows with compliance built-in.

## Transform routine work into strategic capacity

### Agentic Process Orchestration

- End-to-end workflow execution with **intelligent routing & automated exception** handling across systems
- Cross-system orchestration with **deterministic logic & built-in human approval gates**

### Intelligent Automation at Scale

- **Real-time intelligent actions** across ServiceNow & your entire enterprise application stack
- Deterministic logic **prevents AI hallucinations** so every action is reliable and predictable

### Enterprise Control & Governance

- Role-scoped, traceable, policy-governed **execution via AI Control Tower**
- **Continuous specialist behavior tuning** through real-time monitoring & feedback loops to improve performance

### Workforce Augmentation

- Handles **90%+ of routine work autonomously** so teams focus on strategic initiatives & innovation
- **Routes complex cases to the right technical specialists** with full context

## Leverage RapDev's engineering-first delivery

### NOW ASSIST GLOBAL LEADER

100% production usage & adoption on all Now Assist projects, far beyond industry average

### LED BY AI PRACTITIONERS

Your specialists are deployed by engineers trained on enterprise AI, not bolted on frameworks

### FAST TIME-TO-VALUE

Moves teams from pilot to strategic adoption without platform risk

Customers have benefitted from

60%+

L1 support requests handled autonomously

53%

Faster case handling on automated workflows vs manual ops