

CASE IN POINT | SERVICENOW + CARESOURCE

AI-Driven Self-Healing Incident Operations for CareSource

RapDev deployed a 4-agent AI architecture powered by Now Assist, transforming incident response from manual triage to self-healing operations.

From Manual Firefighting to Autonomous Resolution

Challenge & Technical Solution	Business Impact	
Deployed RCA Agent to surface real error context into incident records	1.7k+	incidents now contain structured error context so triage begins with an answer instead of search
Built ML clustering across 13,759 incidents to identify recurring patterns vs. one-off noise	9	recurring patterns identified at 94–96% accuracy from 102 ML clusters
Added AI Flow guardrails and capped re-runs to stabilize cost and prevent feedback loops	98%	reduction in re-evaluation cycles through capped re-runs and stateful monitoring
Built Knowledge Curation agent to combat slow, manual KB article creation	42+	KB articles auto-generated & a reusable building block created that scales across new incident types

Driving successful ServiceNow outcomes for healthcare organizations