

— CASE IN POINT | SERVICENOW + FORTUNE 500 US ENTERPRISE

Fortune 500 Enterprise Reduces ServiceNow Delivery from Weeks to Hours with APO

RapDev's Agentic Platform Operator (APO) delivered ServiceNow builds across ITSM, HRSD, and ITOM at half the cost of offshore teams, in hours instead of weeks.

From outsourced backlog to agentic delivery

Challenge & Technical Solution	Business Impact	
Moved ITSM + ITOM group-skill-user routing from offshore delivery to an APO-led build	1 hr	start to finish, for a build that took an offshore team 10 weeks
Turned manual ITSM + HRSD access-change handling into APO-driven process automation	6x+	estimated return on delivery cost from workflow improvements
Replaced MSP-led delivery with APO for the HRSD workflow build	1 day	to deliver against a 3-day MSP quote, with no rework needed
Shifted routine build work from outsourced teams to APO's agentic execution	37%	lower delivery cost compared to the incumbent MSP
Moved platform health from reactive break-fix to proactive APO detection	9	hidden issues resolved, from crashlooping subprod to runaway jobs



AI-Powered Managed Services

APO shifts configuration management, user onboarding, integration health checks, and lifecycle operations to agentic execution, with escalation to RapDev engineers for exceptions, so your team can focus on strategy.