



“agineo is recognized for its robust expertise in innovation-driven implementations through AI integration, driving service delivery efficiency.”

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agineo

Overview

agineo is headquartered in Aachen, Germany. The company was founded in 1986 and was taken over by the Materna Group in 2017. It has 150 consultants specializing in ITSM, ITOM SecOps, HR, and customer service solutions. agineo develops innovative applications and cloud-based enterprise service management leveraging the ServiceNow platform. It has delivery locations across the European region, with centers in Austria, Switzerland, the Czech Republic and Germany. agineo strategically integrates ServiceNow’s standardized modules while recognizing the distinct needs of the European market to provide customized solutions.

Strengths

Strong ServiceNow implementation through subsidiary and nearshore capabilities:

agineo observed growth of total resources in 2023, with a nearshore growth of 30 percent. Its subsidiary, snacc-it, introduced working students to ServiceNow. They were introduced to all modules on ServiceNow, ITIL and ServiceNow certifications through high-quality training content and a soft skills training program.

Innovating service delivery through

AI integration: agineo’s innovative approach to integrating AI into its services and the agineo TrustCore AI Connector demonstrates its commitment to leveraging the technology for improved service delivery. The company extends ServiceNow’s out-of-the-box AI capabilities for predefined process embedding.

Robust partnership model with ServiceNow:

agineo has been successfully navigating the ServiceNow market for over three decades and has held the status of ServiceNow Elite Partner for several years. As agineo expands its global footprint, it remains committed to solidifying its position as a trusted partner in Europe’s evolving ServiceNow implementation landscape, especially in the DACH region. Its adeptness in navigating the ServiceNow implementation and integration landscape positions it as an invaluable partner for companies seeking innovative solutions.

Caution

agineo’s ServiceNow implementation and integration services should showcase a maturity road map for enterprises across regions and industries, promoting the adoption of ServiceNow solutions with its integrated AI capabilities.