



“agineo utilizes AI governance features to ensure secure and compliant AI practices. This includes greater visibility and control over AI operations, which are crucial for maintaining trust and accountability in AI deployments.”

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agineo

Overview

agineo is headquartered in Aachen, Germany. It has around 500 employees across five countries in Europe. In FY24, the company generated €50 million in revenue, with IT Consulting as its largest segment. agineo is a prominent ServiceNow partner in Europe, specializing in innovative ESM solutions. The company covers a broad range of ServiceNow modules and has achieved numerous product-line competencies, including ITSM, ITAM, HR service delivery and security operations. The agineo AI Journey Framework assists companies in adopting AI in a systematic and focused manner, covering everything from data preparation and process automation to advanced ML model utilization.

Strengths

Improved CX and employee experience: By leveraging GenAI, agineo enhances CX and employee experiences through self-service features, intelligent chatbots and automated content generation. This approach facilitates quick issue resolution and improves overall satisfaction. agineo is a preferred ServiceNow Consulting & Implementation, Reseller and Service Provider Partner in the DACH region, recognized for its customer satisfaction (CSAT) and effective stakeholder management.

Purpose-built solutions: agineo develops tailored solutions using Now Assist for various use cases, including configuration management, contract management, legal services, and health and safety. These solutions are designed to address specific

business needs and enhance operational efficiency. Within agineo’s AI Adopter Community, each product line is supported by an AI Adopter who helps identify strategic vertical use cases, such as customer service management (CSM) in retail, ITSM, data protection in healthcare and quality management in manufacturing.

Multilingual support: The native multilingual support in Now Assist allows agineo to provide seamless, culturally aware communication and translations. This capability is particularly beneficial for their global operations, ensuring effective communication across different regions.

Caution

agineo claims a high CSAT score and is an established brand in the DACH region. However, the company should focus on strategically investing in ServiceNow talent to replicate its success in other European countries and target growth markets such as MEA and India.