



“agineo partners with client teams to enhance customer service operations; companies have significantly increased customer satisfaction by deploying ServiceNow’s CSM module”

Ashwin Gaidhani

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 helps organizations implement change management processes on ServiceNow, ensuring smooth transitions with minimal disruptions. It provides staff training to ensure clients are well versed in using the platform’s change management features. agineo also focuses on cost-cutting through the effective utilization of the ServiceNow platform and by optimizing ongoing IT business processes.

Strengths

Managed AI-powered services on Now: Now Assist is a GenAI-based tech stack designed to enhance workplace productivity on Now. It automates complex tasks and provides intelligent recommendations, thereby streamlining enterprise operations. agineo has been at the forefront of integrating Now Assist into client environments, enabling them to harness the power of AI-driven automation. Additionally, Now Assist supports IT operations by proactively identifying and resolving potential issues before they escalate, thereby minimizing downtime and enhancing system reliability.

Prowess in managed services on Now: This expertise is evident in successful engagements across diverse industries. A notable case involves a leading

telecommunications company, seeking to modernize its IT infrastructure. agineo implemented ServiceNow’s ITOM solutions, resulting in a 30 percent reduction in system outages and a 25 percent improvement in incident response times.

Non-ITSM managed services: agineo partners with client teams to enhance their customer service operations. By deploying ServiceNow’s CSM module, companies achieve a 40 percent increase in customer satisfaction scores and a 20 percent reduction in case resolution times. These outcomes underscore agineo’s ability to deliver transformative solutions that drive measurable business value.

Caution

Extensive experience in managing projects in public sector projects, involving large IT modernization initiatives, is the leading differentiator of this ServiceNow partner. agineo could focus on creating unique templates and best practices for this sector to strengthen its market position.