

servicenow®

DxSherpa  
An EMERGYS Company

$g \cdot (AI)^n$

*Grow Exponentially with DxSherpa*

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# Our Company

*Success can be claimed by innovation and work but only through AI and ServiceNow with DxSherpa*



*Generative AI is set to revolutionize industries by providing unparalleled insights and actionable information through the ServiceNow Platform.*

DxSherpa Technologies is a fast-growing IT services company headquartered in the US, with offices in India and Australia. As a 100% ServiceNow-exclusive Premier partner, we cater to medium to large enterprises globally, specifically in Asia, Europe, North the US, and Australia. With expertise across various industries, including Manufacturing, Banking, Insurance, IT, and Healthcare, our team of 200+ specialized ServiceNow consultants delivers comprehensive solutions on the Now platform. Our customer-centric approach focuses on understanding client needs and providing effective IT, Customer, Employee, and Creator workflow solutions.

## Creating a Future-fit Platform Strategy

Businesses require flexible systems to remain aligned with evolving customer demands and regulatory requirements. Legacy platforms, burdened by technical debt, need to be more flexible and impede innovation.

A forward-looking strategy emphasizes adopting an agile, adaptable platform that prioritizes scalability, flexibility, and ecosystem integration. To achieve a sustainable platform strategy, we collaborate with businesses and technology leaders to construct a strategic, industry-focused, cloud-based technology platform that facilitates innovation and effortless adaptation.

## Beyond Just Customer Centricity

We leverage insights, thoughtful inquiries, and our industry expertise to guide prospects in comprehending the broader ramifications of their decisions and oversights while addressing the current challenge. Beyond merely emphasizing customer requirements, we delve into pertinent insights and explore more profound layers of customer needs. Our objective is to showcase a holistic approach to understanding customer needs and to guide them on a purposeful journey that emphasizes the intrinsic value of their solutions. This approach extends beyond surface-level interactions, fostering a deeper connection and reinforcing the commitment to delivering impactful solutions.



# Our Core Principles

*The key to setting executives apart lies in their ability to leverage new business models and differentiate their companies, even with access to similar pools of talent, technology, and capital.*



## VALUE CAPTURE

We maximize growth by extending current markets through efficient and effective project execution. It involves identifying and seizing opportunities to expand the project's impact, reach, and benefits beyond its initial scope, thereby generating additional value for stakeholders and the broader market ecosystem.



## VALUE CREATION

We focus on the strategic process of generating growth by expanding into new and larger markets. It involves analyzing potential target markets, developing a market entry strategy, adapting offerings to meet market needs, forming strategic partnerships, ensuring scalability and flexibility, conducting market research, and managing risks.



## VALUE TRANSFORMATION

Our Value transformation is a strategy for generating growth by advancing between technologies (i.e., conquest and creation) in response to circumstances and opportunities without sacrificing profits.



# Success Story

Industry: Cybersecurity



## OVERVIEW

ServiceNow conversational AI was utilized for modernizing self-service. The perfect mix of automation, KB articles and human interaction with ServiceNow Virtual agent relieved agents from repetitive, simple queries and drove better customer engagement.



## CHALLENGES

- Non-scalability of existing platform
- Rigidity of enhancements
- Intent Identification
- Maintaining multiple systems



## PRODUCT AND SERVICE

- Assessment
- ServiceNow Virtual Agent



## ABOUT THE CUSTOMER

The customer is an American software company providing cyber security software and services. Their technology blocks millions of cyber threats every day.



## RESULTS



Improved reliable self-service **with human-in-loop AI**



Availability of native **configurable application**



Improved success of **conversations with NLU**

# Manufacturing Intelligence



Step into the future of manufacturing with Smart Manufacturing Intelligence guided by Generative AI



## Predictive Maintenance

Prevent costly breakdowns and minimize downtime with AI's ability to predict equipment failures before they occur, ensuring seamless operations and optimal productivity.



## Quality Control

Ensure impeccable product quality with AI-powered computer vision systems that inspect products in real-time, minimizing defects and upholding your brand's reputation for excellence.



## Supply Chain Optimization

Optimize your supply chain with AI's predictive capabilities, forecasting demand, managing inventory, and identifying cost-saving opportunities to streamline operations and maximize efficiency.

# Finance Intelligence

Redefine how financial institutions operate, manage risks, and **deliver value to stakeholders with Gen AI**



## Risk Management

Ensure proactive risk mitigation and compliance adherence by continuously monitoring market conditions and regulatory changes.



## Automated Processes

From routine tasks such as data entry to complex processes like fraud detection, Gen AI enhances efficiency and accuracy, enabling teams to focus on strategic initiatives.



## Portfolio Optimization

By analyzing diverse asset classes, historical performance, and market dynamics, Gen AI assists in constructing well-balanced portfolios aligned with investment objectives and risk tolerance.

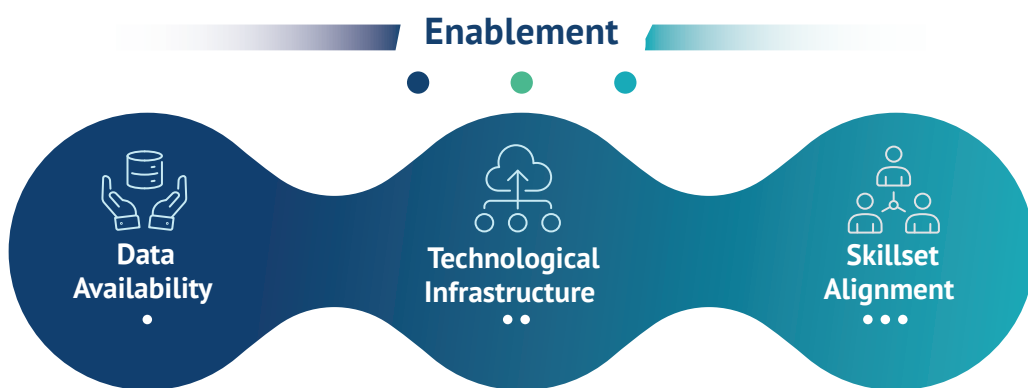
# Gen AI in Manufacturing

## Enhancing Quality Control

Implementing advanced AI-driven algorithms to optimize product inspection processes and ensure consistent quality standards across manufacturing operations.

### Benefits

- **Increased Revenue:** Reduce product defects and minimize rework, increasing customer satisfaction and potentially increasing sales revenue.
- **Risk Mitigation:** Proactively identify defects and deviations from quality standards, reducing the risk of product recalls and associated reputation damage.
- **Higher Efficiency:** Improved efficiency in quality control processes, as Generative AI algorithms streamline inspection tasks, reduce manual labor, and expedite decision-making.



## Predictive Maintenance

Deploying advanced machine learning algorithms to forecast equipment failures and optimize maintenance schedules in real-time, minimizing downtime and maximizing operational efficiency.

### Benefits

- **Increased Revenue:** Reduce unplanned downtime and production losses, leading to higher productivity and potentially increased revenue.
- **Risk Mitigation:** Identify emerging equipment issues before they escalate, minimizing the risk of costly breakdowns, safety incidents, and production disruptions.
- **Higher Efficiency:** Improved equipment uptime and utilization rates, as predictive maintenance enables timely interventions, optimized resource allocation, and streamlined maintenance workflows.





# Gen AI in Financial Sector

## Fraud Detection and Prevention

Fraud detection and prevention are paramount to safeguarding assets and maintaining trust. Gen AI stands at the forefront of this challenge, offering advanced solutions that redefine how financial institutions combat fraudulent activities.

### Benefits



#### Enhanced Detection Accuracy:

Gen AI's advanced analytics and machine learning capabilities enable more accurate and proactive detection of fraudulent activities.



#### Real-time Response:

By monitoring transactions in real-time, Gen AI enables financial institutions to respond swiftly to potential fraud, minimizing losses and reputational damage.



#### Reduced False Positives:

Gen AI's adaptive learning capabilities help reduce false positives, enabling more efficient allocation of resources and minimizing disruptions to legitimate transactions.



#### Compliance Adherence:

Gen AI assists financial institutions in meeting regulatory requirements by providing robust fraud detection and prevention capabilities.

### Enablement

Advanced Analytics and AI

Real-time Monitoring and Alerting

Collaboration and Information Sharing

Enhanced Customer Authentication

## Personalized Customer Experience

Gen AI revolutionizes the customer experience by leveraging advanced AI capabilities to tailor services and interactions to individual preferences and needs.

### Benefits



#### Increased Customer Satisfaction:

Gen AI enhances customer satisfaction by offering personalized recommendations and services, leading to stronger relationships and increased retention rates.



#### Enhanced Engagement:

Personalized interactions based on individual preferences and behaviors drive higher levels of engagement, fostering deeper connections between customers and financial institutions.



#### Improved Cross-Selling Opportunities:

Gen AI identifies opportunities for cross-selling and upselling based on customer profiles, increasing revenue streams, and maximizing customer lifetime value.



#### Competitive Advantage:

Providing personalized customer experiences sets financial institutions apart from competitors, positioning them as trusted advisors and preferred service providers in the market.

### Enablement

Data Security and Privacy

Scalability and Flexibility

Data Integration and Management

Regulatory Compliance

# About Group Company

At Emergys, our two core principles drive us relentlessly - we are passionate about nurturing new growth and connecting people. We are dedicated to bringing innovation to life, energizing positive change globally, and contributing to human progress daily. Our solutions are specifically designed to meet business needs and align with the rapidly evolving world of technology and progress. We are confident that our expertise can help you achieve your goals.

## Emergys Enterprise Service Map

EMERGYS	ELLCIUM	DXSHERPA	OMNEPRESENT	VYOM LABS
SAP	Big Data	ITSM	App Modernization	DSOM
App Dev	Analytics	CSM	Low Code	Salesforce
App Integration	Conversational AI			Data Dog
	Testing			LogicMonitor



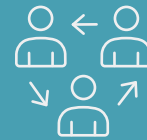
# Get Started Today

Unlock the potential of Now Assist and Virtual Agents for your business. Schedule a consultation with us today.

## Our Services



Digital Consulting  
and RoadMap



Extended Managed  
Support Services



Agile | Develop |  
Adapt Digital Workflow



IT and Robotics  
Process Automation

*Drive Success and Exceed  
Expectation with us!*

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DxSherpa Technologies Pvt. Ltd. and DxSherpa Technologies Inc. are high-growth, global IT services companies with headquarters in the US and India. As a ServiceNow Premier Partner, we serve medium to large enterprises across Asia, Europe, and North America. We have built and developed a dedicated and focused team of 200+ consultants to serve our expanding client base across multiple disciplines on the ServiceNow Now Platform. We believe in building trust and work satisfaction among our Employees, Customers, and Partners by continually enhancing our skills to deliver excellence.

DxSherpa Technologies Pvt. Ltd. may update its privacy policy from time to time, and you should take the time to review it each time that you visit one of our Sites, or if you require additional information about DxSherpa Technologies Pvt. Ltd.'s privacy commitments, please contact us at [info@dxsherpa.com](mailto:info@dxsherpa.com).

The ServiceNow logo is displayed in a white circle. It features the word "servicenow" in a lowercase, sans-serif font. The "o" in "now" is a green circle. A registered trademark symbol (®) is located to the right of the word. A thin blue horizontal line is positioned below the logo.

**servicenow**®

The DxSherpa logo is displayed in a white circle. It features the word "DxSherpa" in a blue, sans-serif font. The "x" is stylized with a blue and green pixelated pattern. Below the word "DxSherpa" is the text "An EMERGYS Company" in a smaller, blue, sans-serif font.

**DxSherpa**  
An EMERGYS Company