

## Press Release

Saint-Ouen, 20<sup>th</sup> of May 2025

### **Inetum strengthens ServiceNow practice with ISG 'Rising Star' recognition and launch of Agentic AI center of excellence**

- **Inetum, a European leader in digital services and solutions, notes significant developments within its global ServiceNow practice, including recognition from Information Services Group (ISG) and the inauguration of its Center of Excellence for ServiceNow Agentic AI in March 2025.**

The company's ServiceNow practice has demonstrated notable momentum, which has been acknowledged by Information Services Group (ISG), a global technology research and advisory firm. Inetum Solutions was named a **"Rising Star"** in the 2025 ISG Provider Lens™ ServiceNow Ecosystem Partners report for Europe. This recognition highlights Inetum's expertise on the ServiceNow platform.

In line with its strategic focus on innovation and its partnership with ServiceNow, Inetum launched its dedicated Center of Excellence for ServiceNow Agentic AI in March 2025. This center serves as a hub for developing and deploying AI-driven solutions, intended to strengthen the collaboration between Inetum and ServiceNow in accelerating artificial intelligence innovation.

Inetum is among the first ten partners selected by ServiceNow to develop Agentic AI, showcasing its deep expertise in AI and digital transformation. Inetum's strategic partnership with ServiceNow is built on a shared vision of leveraging Agentic AI to drive meaningful business outcomes. Together, they are focused on creating proactive, adaptive, and transformative solutions that empower organizations.

This collaboration has resulted in the development of *CI Smart Recommendations*, a pioneering Agentic AI ad-on, leveraging all ServiceNow's GenAI applications to deliver self-healing IT and autonomous operations, significantly improving efficiency and reliability.

The newly developed AI Agent offers end-to-end capabilities that ensure comprehensive support for digital transformation, enabling:

- Self-Healing IT: Automating resolution of IT issues, reducing downtime, and enhancing reliability.
- Autonomous Operations: Streamlining workflows and processes for increased efficiency and productivity.

"The launch of the Inetum ServiceNow AI Centre of Excellence marks a pivotal moment in our journey towards digital excellence," **said Hemant Lamba, CEO of Inetum Solutions**. "This, coupled with the valuable recognition as an ISG Rising Star, underscores the strong momentum in our ServiceNow practice. Our work here is directed towards developing AI solutions that can support the future of business operations and equip organizations with tools for the digital environment."

"Inetum's collaboration with ServiceNow is more than a partnership; it's a convergence of visions to redefine the technology landscape," **said Marin Marinov, SVP ServiceNow Global Practice at Inetum**. "Our Agentic AI offering is a testament to this shared vision, where we not only anticipate the needs of IT operations but proactively address them to ensure seamless and efficient service delivery."

## About Inetum

Inetum is a European leader in digital services. Inetum's team of 27,000 consultants and specialists strive every day to make a digital impact for businesses, public sector entities and society. Inetum's solutions aim at contributing to its clients' performance and innovation as well as the common good. Present in 19 countries with a dense network of sites, Inetum partners with major software publishers to meet the challenges of digital transformation with proximity and flexibility. Driven by its ambition for growth and scale, Inetum generated sales of 2.4 billion euros in 2024. For more information: [www.inetum.com](http://www.inetum.com)

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