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Assess, Adapt and Lead with AI

AI-readiness Assessment

AI and Productivity: The Future of Business Efficiency

AI is no longer just a futuristic concept—it is a key driver of productivity and business transformation. Organizations that leverage AI effectively can significantly enhance efficiency, reduce operational costs, and boost innovation. Studies show that AI-driven automation can increase productivity by up to 40%, while businesses integrating AI-powered tools report a 20-30% reduction in time spent on repetitive tasks.

Furthermore, AI adoption is expected to reshape the global workforce. According to a McKinsey report, AI could contribute up to $13 trillion to the global economy by 2030, with companies that fully integrate AI experiencing profit margins 5-10% higher than their competitors.

As AI technology evolves, **implementation strategies will also shift**. Initially, businesses focused on experimentation and limited deployment. However, as AI becomes more sophisticated, organizations are moving toward enterprise-wide AI adoption, embedding AI into core business processes and decision-making frameworks. The emphasis is shifting from pilot projects to scalable AI solutions that integrate seamlessly across operations.

To remain competitive, **organizations must not only adopt AI** but also ensure they are ready to maximize its potential. This requires a structured approach to **AI readiness, evaluating technical capabilities, workforce adaptation, and security measures.**

The question is no longer whether businesses should adopt AI, but how prepared they are to leverage AI for maximum impact.

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01 | **Is your organization AI ready?**

It's no secret that **AI is top of mind for CIOs and their organizations**. AI has come a long way, with multiple innovations, from machine learning to neural networks and of course generative AI. The challenge and the opportunity for leaders is to lay the groundwork today that will enable organizations to deliver value from AI in the months and years to come. Well, there is no one size fits all roadmap for AI success. There are five stages of AI readiness where an organization lies:

- **Exploring Stage:** Organizations focus on learning about AI and brainstorming potential use cases.

- **Planning Stage:** The emphasis shifts to aligning AI initiatives with business strategy, prioritizing use cases, and ensuring technology and data readiness. This includes access to the infrastructure and data required to support large-scale AI models.

- **Implementation, Scaling and Realizing Stages:** As AI adoption grows, the priority shifts to fostering an adaptive organization and culture that can fully embrace AI-driven transformation.

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02 **Why you should assess your readiness for AI?**

Assessing your readiness level is the first step toward transforming your organisation into one that can outpace the changes and challenges of this new era of working with **next-generation technologies like AI.** Regularly assessing your readiness for AI adoption ensures your organization is on the right track. Here's why you should take the quiz:

- **Identify Gaps:** Understand your organization's strengths and areas for improvement.

- **Prioritize Investments:** Focus on critical areas like training, technology, or funding.

- **Develop a Roadmap:** Create a strategic plan for transitioning to an AI-powered organization.

- **Proactive:** Proactively address challenges that could hinder successful AI integration.

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03 **Assessment**

Review your AI readiness

To help you begin with transformation to an AI-powered organization, we've complied a quiz with questions aimed at evaluating readiness level. The quiz is in five parts and assesses your organization's:

- Relationship to change and productivity
- Relationship to AI
- Willingness to use AI
- Investment and funding abilities
- Endpoint management and security capabilities

Each question has three potential answers. Choose the one that sounds most like where your organisation currently stands and keep a tally of your answers as you go. At the end of the quiz, you'll be able to estimate whether your organisation is Very Ready, Almost Ready, or Needs More Guidance to begin the transformation to an AI-powered organization.
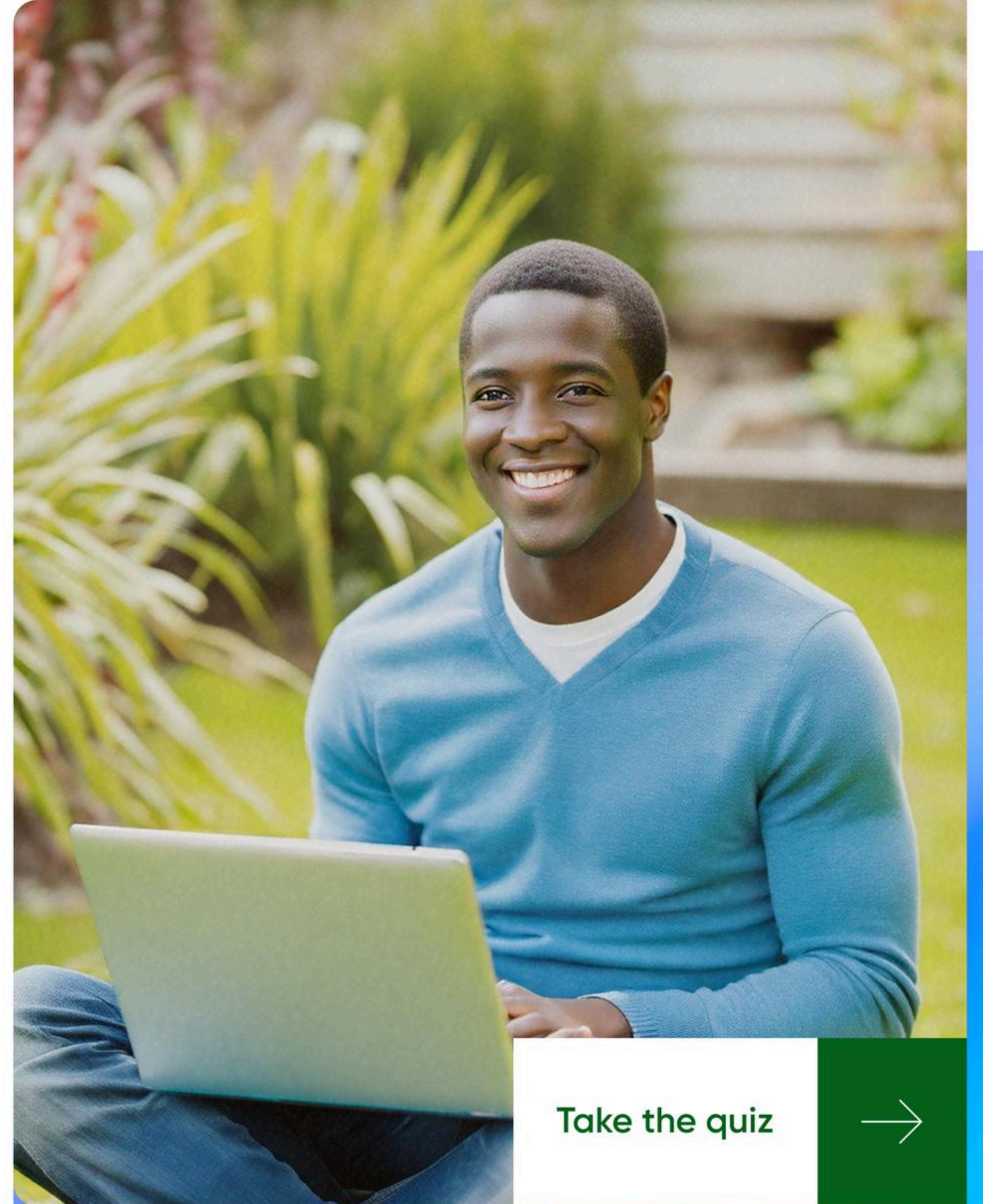
Take the quiz →

Part One:

Transformational Readiness

Rate your organisation's openness to change and innovation.

A	**Very open:** We welcome and seek out opportunities for change and innovation.
B	**Somewhat open:** We approach opportunities for change and innovation with caution.
C	**Not very open:** We don't take on many opportunities for change and innovation.

How confident are you that your current technology empowers your employees to be productive?

A	**Very confident:** Our technology greatly improves employee productivity.
B	**Somewhat confident:** Our technology somewhat improves employee productivity.
C	**Not very confident:** Our technology does not support employee productivity.

Part Two:

Technical Readiness

How fundamental is AI to the success of your business?

A	**Very important:** AI will greatly improve the success of our business.
B	**Somewhat important:** AI will support the success of our business, but it isn't necessary.
C	**Not very important:** beneficial in other ways, but won't affect the success of our business

Rate your employees current willingness to adopt new technologies, including AI.

A	**Very willing:** Employees are excited to learn about and use new technologies like AI.
B	**Somewhat willing:** Employees are cautiously optimistic about new technologies.
C	**Not very willing:** Employees are resistant to new technologies, including AI.

Part Three:

Employee Skill Readiness

How important is it to provide secure, user-friendly AI systems to your workforce?

A	**Very important:** We want our employees to be able to learn and use AI as soon as possible.
B	**Somewhat important:** We're interested in adopting user-friendly AI, but want to learn more first.
C	**Not very important:** User-friendly AI systems are a 'nice-to-have', but not currently a priority.

How much, if at all, has your organisation's leadership bought into the business value of AI-powered tools?

A	**All in:** Our leadership is ready and willing to begin transitioning to AI-powered tools.
B	**Somewhat in:** Leadership understands the importance of AI, but needs some convincing on the business value of adopting it.
C	**Not at all in:** Our leadership doesn't understand the importance or value of AI just yet.

Part Four:

Evaluating Financial Readiness

How strong is your investment in change management and training to support the transition to AI-powered processes and systems?

A	**Very strong:** We could begin the transition immediately.
B	**Somewhat strong:** We could begin the transition soon but have some challenges to overcome first.
C	**Not very strong:** We need a lot of support and training before we can begin the transition to AI.

Does your organisation have funding for deploying and implementing a secure, user-friendly AI system?

A	**Fully funded:** Our organisation is ready and able to invest in AI technologies.
B	**Some funding:** Our organisation can afford to transition, but leadership is unsure the benefit outweighs the cost.
C	**No funding:** We're working toward a place where we can invest in AI technologies, but we're not quite there yet.

Part Five:

Organizational and Security Readiness

How confident are you in your organisation's current endpoint management capabilities to enable employees to use AI to help them do their best work, regardless of where they work and what device they use?

A	**Very confident:** Our endpoint management capabilities allow employees to work where and how they feel they can be most successful.
B	**Somewhat confident:** Our endpoint management capabilities are stable for certain experiences, but could be improved.
C	**Not very confident:** We need a better system to support endpoint management for employees working anywhere and from any device.

Rate your organisation's current security foundation for enabling AI-powered work from any endpoint.

A	**Very secure:** Our systems are built on a robust security foundation and support our strong endpoint management capabilities.
B	**Somewhat secure:** We have strong security systems, but aren't confident they can support the additional requirements of using AI-powered tools.
C	**Not very secure:** We need a more secure system to protect our organisation's data and ensure our employees can confidently work from anywhere.

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04 | **Results**

Very Ready - Mostly A's

GREAT NEWS: Your organisation is ready to get your AI transformation underway.

Almost Ready - Mostly B's

GOOD NEWS: Your organisation is nearly there. Like Very Ready organisations, your Almost Ready business should consider deploying AI if you haven't already.

Need More Guidance - Mostly C's

IT'S OK: It sounds like your organisation could benefit from personalized guidance on implementing AI. For more information on the requirements and benefits of a secure, user-friendly AI system, we can help!
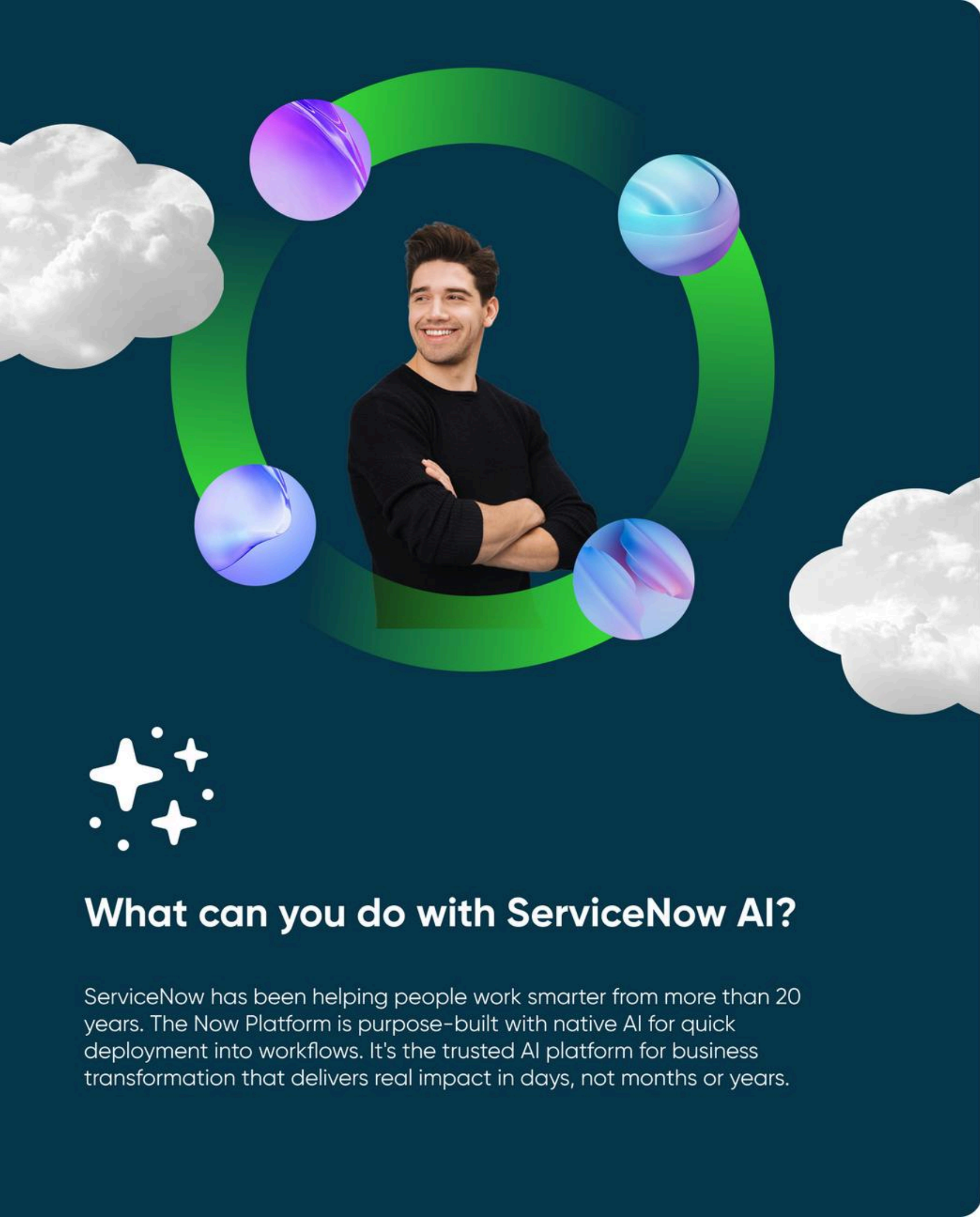
Continue reading for next steps

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05 **What can you do with ServiceNow AI?**

AI at ServiceNow

ServiceNow includes AI Agents, generative AI - Now Assist, and Virtual Agents built with machine learning frameworks, and natural language understanding (NLU).

ServiceNow AI Agents:

Built on a single platform **AI Agents can collaborate and solve problems** across every corner of your business. ServiceNow AI Agents proactively solve challenges in IT, customer service, HR, software development – you name it. **These agents learn, reason, collaborate, and handle the busy work 24/7** so your team can focus on what truly matters. And the best part? You're always in control.

What can you do with ServiceNow AI?

ServiceNow has been helping people work smarter from more than 20 years. The Now Platform is purpose-built with native AI for quick deployment into workflows. It's the trusted AI platform for business transformation that delivers real impact in days, not months or years.

ServiceNow Now Assist:

ServiceNow Now Assist is the generative AI on the Now Platform. Now Assist **enables businesses to transform self-service and unlock productivity** for every end user in every department. Here's how Now Assist can help you:

- Automated text summarization
- Content generation
- Conversational exchanges
- Intelligent code generation
- Self-service

ServiceNow Virtual Agent:

ServiceNow Virtual Agent is an end-to-end, intelligent conversational experience that enables instant resolution to common requests, keeps agents focused on more pressing issues, and increases employee and customer satisfaction. With Virtual Agents, you get

- Conversational Interactive Voice Response
- NLU Workbench
- Live agent handoff
- Multi-language support
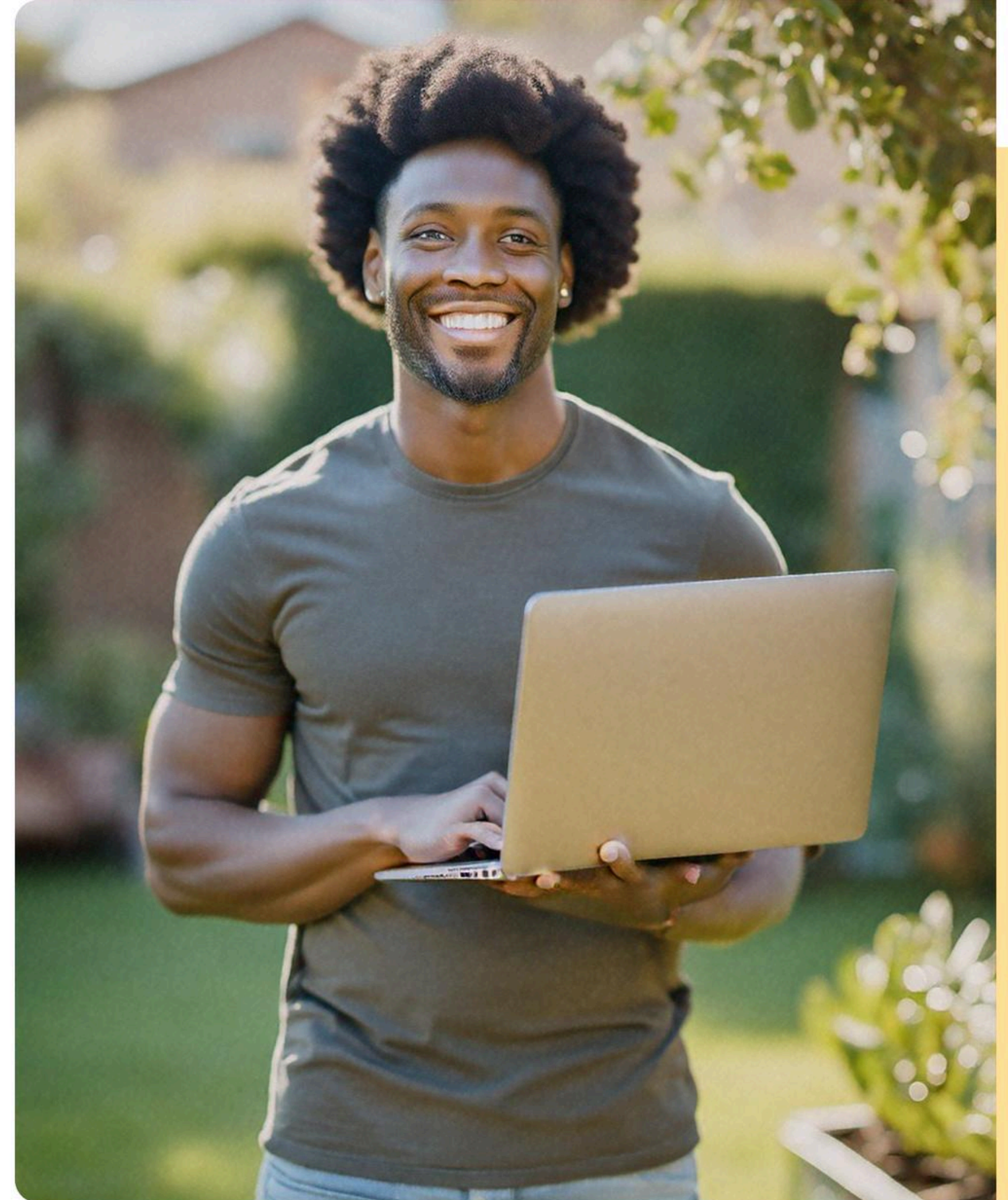
ServiceNow Now Assist

Deliver better self-service: Make it easy for users to get what they need with a 24/7 Virtual Agent that understands their requests in natural language.

Discover hidden patterns: Continuously group clusters of related items to uncover trends and the best opportunities for improvement.

Recommend actions and deliver answers: Connect the dots for agents by suggesting relevant tasks and content that help them solve issues faster.

Detect major incidents: Quickly identify critical issues by proactively identifying similarities across open incidents or cases.

Optimize knowledge bases: Deflect tickets and reduce call volume by uncovering knowledge gaps and preventing duplicate content.

Empower users with search: Gain highly accurate and relevant search results for an enhanced user experience.

Route and prioritize work: Classify requests so incidents, cases, and tasks automatically get to the right team, at the right time.

Quickly identify opportunities to automate: End the struggle with how and when to turn-on automation solutions from ServiceNow and increase deflection while lowering mean-time-to-resolve (MTTR).

Supercharge productivity: Free your people from repetitive tasks using autonomous AI agents that proactively learn, reason, collaborate, and solve problems.

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Learn how AI capabilities transform your organization

Talk to our expert

Or reach out to us at connect@aelumconsulting.com

About Aelum Consulting

Aelum Consulting is a premier ServiceNow partner that combines transformation capabilities with a customer-centric approach. We provide end-to-end solutions for ServiceNow implementation, consulting, development, and support. Our extensive experience in designing empirical processes helps organizations reduce their operating costs.With a track record of success, a dedicated team of experts, and a commitment to excellence, Aelum Consulting delivers exceptional solutions tailored to meet your organization's unique needs, making us your go-to partner for all things ServiceNow. For more information, visit www.aelumconsulting.com.