

## AI at the Edge for ServiceNow

As enterprises increasingly adopt ServiceNow for IT service management (ITSM), automation, and workflow optimization, integrating AI at the edge enhances real-time decision-making, reduces latency, and ensures operational resilience. By leveraging AI inference at the edge, organizations can drive efficiency in ticketing, incident management, predictive maintenance, and security automation while maintaining high availability and data sovereignty.

### CHALLENGES

Service management in remote locations face its demanding challenges that have to be fully identified in order to be addressed.

- > Cloud-based AI models depend on network connectivity, causing delays in real-time decision-making and automation.
- > Organizations handling sensitive data must comply with regulations like GDPR and HIPAA, limiting cloud-based data processing.
- > As enterprises scale, cloud-based AI processing can create performance constraints and cost overruns.
- > Sensitive data traveling to and from the cloud increases exposure to cyber threats.
- > ServiceNow's cloud-centric model struggles with seamless integration of on-premise edge devices for AI-driven automation.



### Intro to Edge Computing

In today's fast-evolving landscape, the need for real-time data processing and actionable insights at the edge has become a critical priority for mission-critical operations. Odin's Edge, powered by Norseman Defense Technologies, is designed to address these demands by delivering scalable, high-performance computing solutions in ruggedized, portable environments. This solution brings unparalleled flexibility, enabling data-driven decisions at the tactical edge while ensuring robust security and seamless scalability.

### Use cases

By leveraging AI at the edge, organizations can enhance ServiceNow's capabilities.

- > **Real-Time Incident Resolution** – AI-driven edge servers detect, classify, and respond to IT and security incidents autonomously, reducing response time.
- > **Predictive Maintenance for IT Assets** – Edge AI models analyze equipment health and predict failures before they occur,
- > **Automated IT Helpdesk** – AI inference at the edge processes employee IT support requests locally, reducing load on cloud servers and improving response times.
- > **AI-Powered Compliance Audits** – Edge-based AI ensures regulatory compliance by analyzing logs, access records, and IT policies in real time.
- > **IoT and Smart Infrastructure Integration** – AI at the edge enables automated asset tracking, environmental monitoring, and facilities management via workflows.



## Solution Benefits

Integrating AI at the edge with ServiceNow delivers numerous advantages, from enhanced performance to cost savings and improved compliance.

- > **Reduced Latency** – AI inference at the edge processes data locally, ensuring near-instantaneous decision-making.
- > **Enhanced Data Security & Compliance** – Sensitive data remains on-premise, reducing regulatory risks and improving data sovereignty.
- > **Lower Operational Costs** – Minimizes cloud compute expenses by processing AI workloads on local edge servers.
- > **Scalability and Resilience** – AI at the edge ensures uninterrupted ITSM functionality, even during network outages.
- > **Seamless IoT and Device Integration** – Enhances ServiceNow’s automation capabilities by efficiently managing edge devices and IoT endpoints.

## Conclusion

AI at the edge transforms ServiceNow from a reactive ITSM solution into a proactive, intelligent automation platform. By processing AI workloads on local edge infrastructure, organizations improve performance, enhance security, and achieve real-time decision-making. This approach empowers enterprises to optimize IT operations, drive efficiency, and future-proof their digital transformation strategies.

## How Edge AI Delivers

- 1 Addresses Latency**  
Local AI inference eliminates reliance on cloud networks, enabling real-time incident response.
- 2 Privacy & Compliance**  
On-premise edge AI processing ensures sensitive data never leaves the organization’s environment.
- 3 Eliminates Bottlenecks**  
AI at the edge reduces cloud dependency, balancing workloads across distributed infrastructure.
- 4 Accelerates Incident Resolution**  
Localized AI models analyze and act on threats instantly, reducing security risks.
- 5 Simplifies Edge Device Integration**  
AI-driven automation at the edge allows seamless communication between IoT devices and ServiceNow workflows.