

— SERVICENOW + AMAZON BEDROCK

Generative AI inside your ServiceNow workflows, on models in your own AWS account.

ServiceNow Now Assist can call Amazon Bedrock foundation models directly — Anthropic Claude, Amazon Nova, Meta Llama, Mistral and more — through one governed connection. **EFS Networks designs, builds and runs that integration end to end:** the architecture decision, custom Now Assist skills, model routing, guardrails, and the data readiness work that decides whether any of it gives the right answer.

2

AWS AI Competencies —
Agentic AI + Generative AI

< 65

partners worldwide hold
both competencies

22+ yrs

in business, founded 2004 —
600+ clients, 1,200+ projects

Store

ServiceNow Technology Partner
with a Bedrock-powered app live

— TWO WAYS TO RUN NOW ASSIST ON BEDROCK

Choose the path skill by skill — not once for the whole platform.

PATH A · SERVICENOW-MANAGED

Claude, enabled from the Now Assist Admin console

- **No AWS setup.** One-click enablement per skill group or skill.
- **Billing:** included with the Now Assist entitlement.
- **Data:** governed by ServiceNow platform controls and data-center regions.
- **Coverage:** most out-of-the-box Now Assist skills (Yokohama Patch 6+).

PATH B · CUSTOMER-MANAGED — YOUR AWS ACCOUNT

Any Bedrock model, through the Amazon Bedrock Spoke

- **Data:** prompts and responses stay in your AWS account and region.
- **Models:** Claude, Nova, Llama, Mistral — or a fine-tuned model of your own.
- **Billing:** on your AWS bill, against existing AWS commitments.
- **Coverage:** custom Skill Kit skills and select out-of-the-box skills.

— WHAT EFS DELIVERS

01 · ARCHITECTURE

Path & account design

The per-skill path decision, then Bedrock Spoke setup, least-privilege IAM, region selection and invocation logging.

02 · SKILLS

Custom Now Assist skills

Built in the Now Assist Skill Kit with defined inputs, outputs and prompts, tested against your records.

03 · COST

Model routing

Small models for routing, large ones only where reasoning pays. In Datum CMDB, a Bedrock-based app EFS delivers, this cut inference cost 60–80%.

04 · GOVERNANCE

Guardrails & audit

Bedrock Guardrails for PII and topic filters, prompt and response logging, and model-change control.

05 · AGENTS

Agents across both platforms

ServiceNow agents and Bedrock AgentCore agents, connected over MCP and A2A, governed from AI Control Tower.

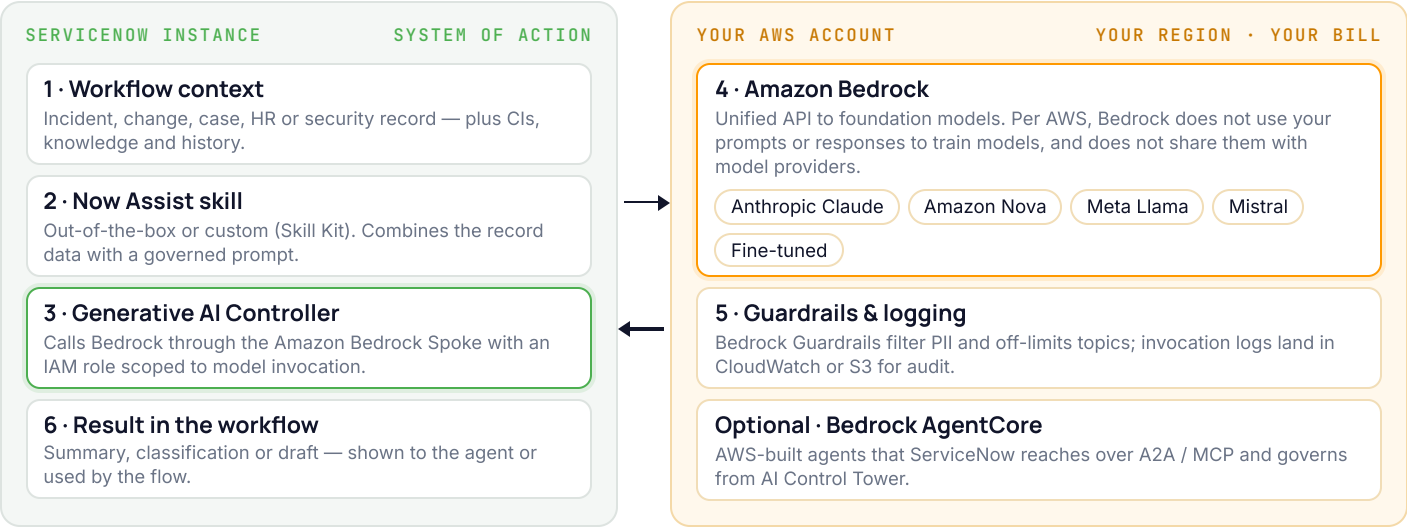
06 · DATA

Data readiness first

The model reads your CMDB and knowledge base. We check them first, starting with a 30-minute, read-only Datum CMDB diagnostic.

HOW THE INTEGRATION WORKS

Now Assist calls Bedrock in your account. The answer returns to the workflow.



WHERE IT PAYS FIRST

WORKFLOW	WHAT THE MODEL DOES	DEPENDS ON
ITSM incidents	Summarizes the ticket and work notes, drafts resolution notes, suggests assignment.	KNOWLEDGE · CI DATA
Change management	Writes a plain-language risk summary from the plan and the affected CIs and services.	CMDB RELATIONSHIPS
Knowledge	Drafts knowledge articles from resolved incidents so the next agent does not start from zero.	RESOLUTION QUALITY
HR service delivery	Classifies cases, reads sentiment, drafts responses in your policy wording.	HR KNOWLEDGE
Security operations	Summarizes vulnerability records and the assets they touch, for faster triage.	CMDB OWNERSHIP

HOW AN ENGAGEMENT RUNS

STEP 01

Assess

Use-case shortlist with a business case each, the path decision per skill, and a data readiness check.

STEP 02

Pilot

One to three skills in a sub-production instance on your Bedrock account, measured against agreed criteria.

STEP 03

Scale

Production rollout, guardrails, cost reporting and model governance, handed over with documentation.

AWS partner funding. EFS Networks is an AWS Advanced Tier Services Partner. Qualifying Amazon Bedrock projects may be eligible for AWS partner funding programs, which EFS applies for on your behalf. Eligibility and amounts are determined by AWS.

Book a ServiceNow + Bedrock working session.

Bring one workflow. We will map it to a path, a model and a data dependency in the first meeting.

[Book a working session →](#)

efs-now.com/services/servicenow-amazon-bedrock

AWS: Advanced Tier Services Partner, Agentic AI + Generative AI Competencies

ServiceNow: Technology Partner, publisher of Datum CMDB on the ServiceNow Store

Team: 40+ ServiceNow specialists who build to software-engineering standards