

AI Unlocked

Every organisation has an AI target.
Few know which problem it should solve.

Our AI Unlocked Service Offering starts with the problem, finds the right fix and proves the return before anything goes live.

Why AI projects underperform

Starting with the technology

'More AI' is not a business case. Without a clear problem, you can't measure success.

Skipping the foundations

Automate a poor process and you still have a poor process. AI acts on bad data faster, and in more places, than any person could.

Expecting overnight results

AI needs testing, feedback and refinement before it delivers.

Ignoring the running costs

If AI costs more to run than the time it saves, it isn't progress.

Forgetting the people

If staff can't see what's in it for them, they won't use it. Plan for adoption.



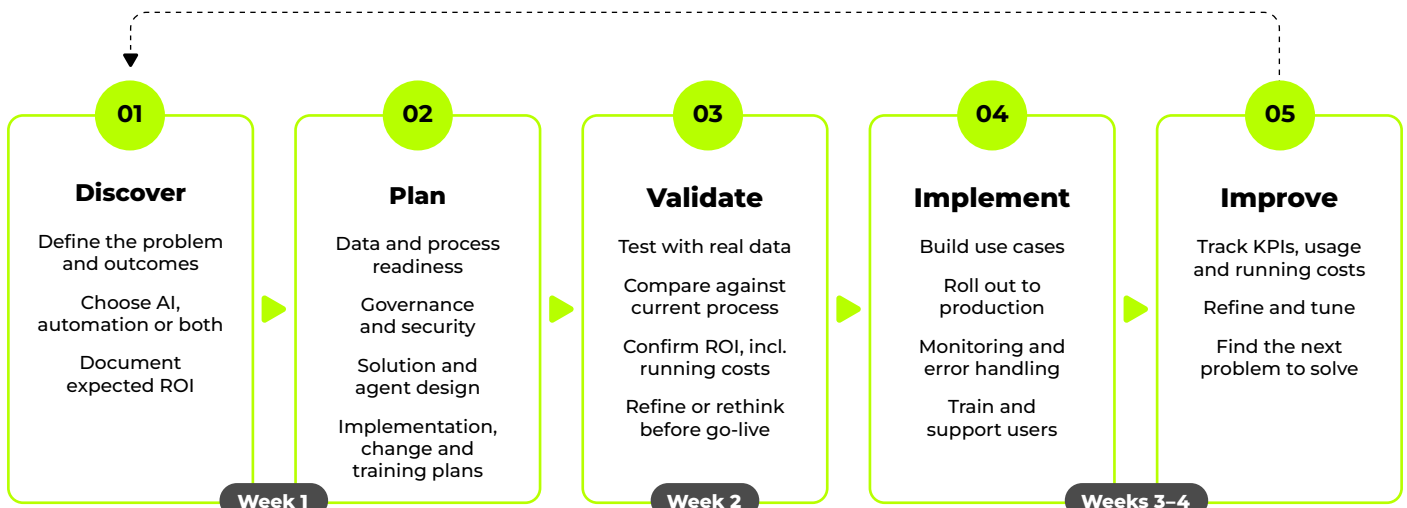
The UP3 approach: problem first

We start with one question: if you could solve one problem in your organisation, which would make the biggest difference?

AI or automation? The right tool for the job

Not every problem needs AI. Automation handles fixed rules faster, cheaper and greener; AI handles judgement, and often the answer is both.

Our proven AI methodology



Outcomes

- ✓ **A return you can measure**
An agreed ROI based on time saved, volume and running costs, tracked against KPIs.
- ✓ **The right tool at the right cost**
AI where it adds value. Automation where it does the job better, for less.
- ✓ **AI that improves how people work**
Less repetitive work, more time for skilled work.
- ✓ **Tackle what was out of reach**
Take on challenges that once seemed too complex or costly.
- ✓ **Governed, monitored and secure**
See every AI agent and model in AI Control Tower, including those outside ServiceNow.
- ✓ **AI-ready data foundations**
Data and processes prepared for AI, so what we build is built to last.

Why choose UP3?

- ✓ **Human-led AI**
Our experts validate what we build and your people confirm it works in your process. Nothing goes live until it does the job at least as well as before, and we keep checking after.
- ✓ **Innovation with the right guardrails**
The governance you already trust from us, with faster innovation and delivery built around your outcomes, not the technology.
- ✓ **A team of expert problem solvers**
People who love difficult problems. We understand the ask behind the request, so we deliver what you really need.
- ✓ **AI Centre of Excellence**
We test every new AI and ServiceNow capability hands-on before we recommend it. That work shapes our ROI assessments and proofs of concept, so you have evidence before you commit.
- ✓ **A long-term partner**
We don't implement and disappear. We start with what makes the biggest difference, keep refining it and look for the next problem worth solving.

100% dedicated
ServiceNow partner

Est. 2016 • 80+ ServiceNow experts • UK-based • SC-cleared team

Proven customer AI success

Southeastern's major incident response process was cut from 96 hours to just 4 minutes using ServiceNow AI.

UP3 also implemented Now Assist for CSM, boosting contact centre agent productivity and significantly increasing CSAT scores.

**99%
reduction**
in major incident
reporting time

**10.8%
reduction**
in case
handling time

**82% to 87%
increase**
in CSAT

We're not IT experts. We deal with the railway. It's all well and good having a powerful platform in ServiceNow, but UP3 was the key to unlocking that power and tailoring it to our specific needs.

David Banham
Customer Relations Operations Manager
southeastern

southeastern



Trusted by industry-leading clients

AVANTI
WEST COAST

CLYDE&CO

HFW

national
highways

ScotRail
SCOTLAND'S RAILWAY

Ministry
of Defence

serco

southeastern



WHITE & CASE

**Get in touch today,
we'd love to talk.**

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