Rimini Agentic UX™

Powered by **servicenow**

Job Card Management

MAKE-TO-PLAN (M2P) & DELIVER-TO-DESIGN (D2D) \ SOLUTIONS
FOR MAINTENANCE OPERATIONS

Streamline job card creation with Rimini Agentic UX™

The Rimini Agentic UX Solution for Job Card Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — automates and digitizes the entire job card creation and approval process from end to end. The solution uses automated job card generation, digital approval routing and embedded compliance validation to streamline the process for efficiency and growth.

Many organizations rely on a highly manual and fragmented process for job card creation and management. Typically, stakeholders rely primarily on spreadsheets, paper forms and disconnected systems. As a result, delays, errors requiring rework and lack of progress tracking can occur, costing organizations a significant amount of time, effort and money to see maintenance and service tasks through.

Introduce an intelligent, AI-enabled card management process fast

As the Rimini Agentic UX Solution, Powered by ServiceNow®, overlays existing ERP software without any requirement for ERP upgrades or migrations, organizations can deploy the solution fast — and drive real, measurable results and value in weeks, not years.

The process will:

- **Reduce** turnaround time significantly with intelligent automation
- **Enable** accurate data flow by seamlessly connecting planning and execution systems
- **Strengthen** compliance with digital approval workflows and built-in audit trails
- **Deliver** real-time clarity with intuitive dashboards and predictive analytics
- **Establish** a scalable, system-driven process built for continuous improvement and growth

About Rimini Agentic UX™ Solutions

Rimini Agentic UX Solutions help make running ERP processes better, faster and cheaper. This intelligent, AI-driven user engagement layer is deployed over the top of existing ERP systems and releases, enabling a modern user, role and persona-based experience and automating workflows that leverage AI agents — without the unnecessary cost, risk and time required with ERP software upgrades and migrations.

CLIENT SPOTLIGHT

A leading provider of integrated energy solutions in Malaysia needed an alternative to its existing job card creation process.

Creating and validating a single job card could take days or even weeks. The absence of consolidated data also impeded stakeholders' ability to perform accurate forecasting for future projects.

The Rimini Agentic UX™ Solution for Job Card Management is designed to be deployed over the top of the client's existing SAP ECC 6 release with no required upgrade or migration, automating and digitizing the job card creation and approval process while enabling seamless integration between planning and execution systems.

With this solution, the client anticipates a significant reduction in cycle times and improvement in forecasting accuracy — driving operational efficiency and supporting future growth.

Faster project initiation and execution
Automated job cards and approvals compress lead time, enabling earlier starts and smoother handoffs

Higher data integrity
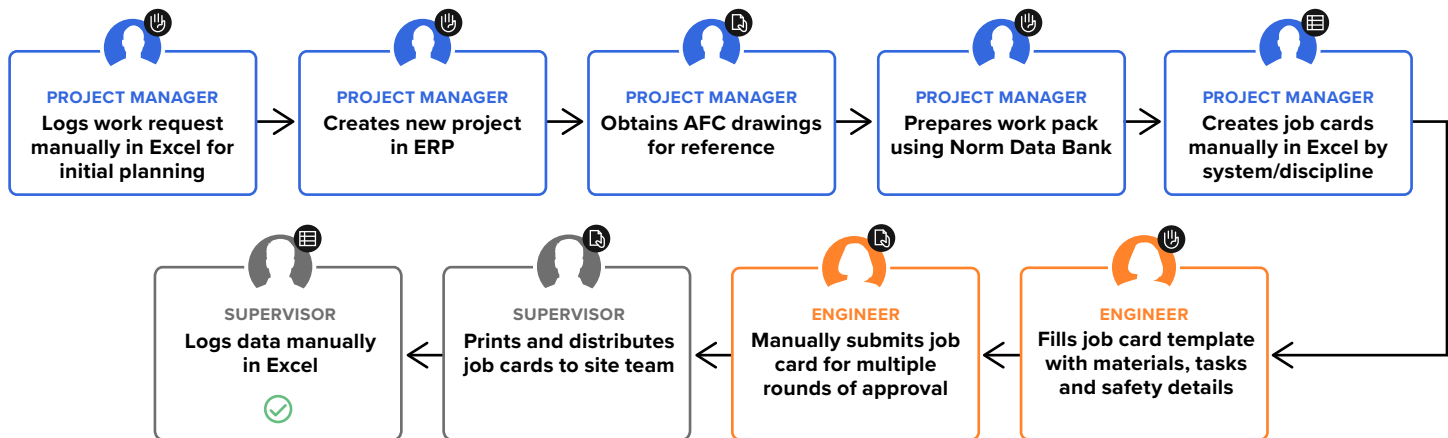Integrated data capture and digital validations ensure accurate, compliant job cards with fewer errors

Greater visibility and efficiency
Real-time dashboards and predictive insights enhance oversight and reduce administrative costs

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BEFORE: Traditional manual, paper-based process

- Job card creation time: **2 hours***
- Approval turnaround: **2 days***

PROJECT MANAGER
Logs work request manually in Excel for initial planning

PROJECT MANAGER
Creates new project in ERP

PROJECT MANAGER
Obtains AFC drawings for reference

PROJECT MANAGER
Prepares work pack using Norm Data Bank

PROJECT MANAGER
Creates job cards manually in Excel by system/discipline

SUPERVISOR
Logs data manually in Excel

SUPERVISOR
Prints and distributes job cards to site team

ENGINEER
Manually submits job card for multiple rounds of approval

ENGINEER
Fills job card template with materials, tasks and safety details
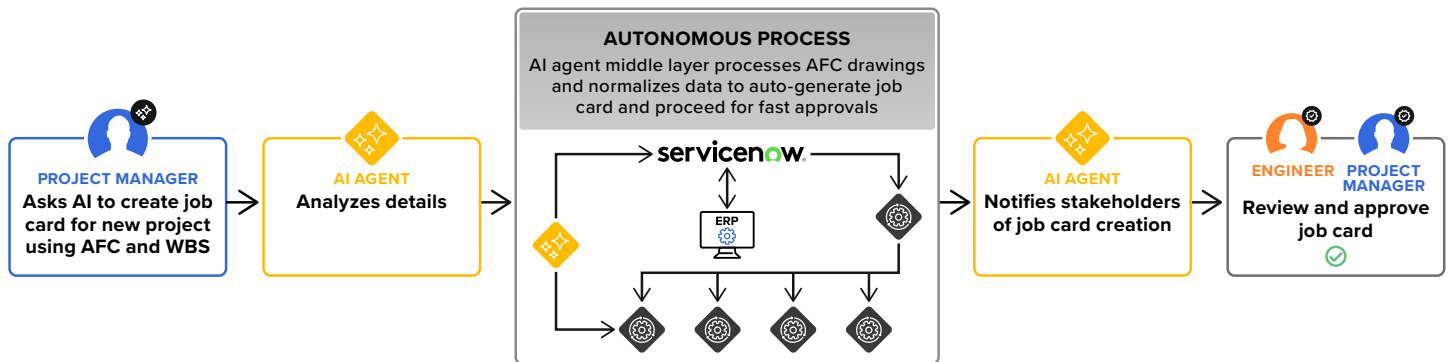
AFTER: Intelligent Rimini Agentic UX™ workflow automation

- Job card creation time: **12 minutes***
- Approval turnaround: **6 hours***

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PROJECT MANAGER
Asks AI to create job card for new project using AFC and WBS

AI AGENT
Analyzes details

AUTONOMOUS PROCESS
AI agent middle layer processes AFC drawings and normalizes data to auto-generate job card and proceed for fast approvals

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ERP

AI AGENT
Notifies stakeholders of job card creation

ENGINEER **PROJECT MANAGER**
Review and approve job card

*Estimate

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servicenow **AI Platform Tools**

- App Engine
- AI Agent Studio
- Flow Designer
- Service Catalog
- Employee Center
- ERP Canvas/Zero Copy Connector

Solution Benefits

- **Enhanced user experience:** AI-enabled ServiceNow UX for Project Managers and Engineers
- **Seamless integration:** ERP–ServiceNow platform unified workflow
- **Automation:** Automated job card creation, approval and execution tracking

- **AI capabilities:** Smart job card generation, access to data bank and automated compliance checks
- **Stronger governance:** Structured digital approvals and complete audit trails
- **Greater visibility:** Centralized dashboard for monitoring readiness, progress and constraints

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