



NEWS RELEASE

INRY deploys ServiceNow EmployeeWorks in six weeks, replacing its legacy portal with an AI front door to work

2026-09-23

AI-first consulting firm put ServiceNow EmployeeWorks into production internally first, and is now bringing clients one AI front door to ask, act, and accomplish

PLANO, Texas & SANTA CLARA, Calif.--(BUSINESS WIRE)-- **INRY**, a Cprime company and ServiceNow partner, and **ServiceNow** (NYSE: NOW), the AI control tower for business reinvention, today announced INRY's deployment of **ServiceNow EmployeeWorks**, the employee front door to work. INRY was among the first to adopt the technology as an early-access customer and is now rolling the platform out to clients as a leading implementation partner.

Achieving rapid results with ServiceNow EmployeeWorks

INRY purchased ServiceNow EmployeeWorks in March 2026 and went live in six weeks, replacing a legacy portal with a single, conversational AI front door for the enterprise. ServiceNow EmployeeWorks integrated with the tools employees use daily, like Microsoft Teams, Jira, SharePoint, and more, so employees can open and track tickets, submit PTO requests, file expense reports, pull client research, and even surface sales opportunity insights, all without ever leaving the platform.

The impact showed up fast. ServiceNow EmployeeWorks helped INRY cut the median submission time by 60% for self-service allocation requests, while completely eliminating the need to switch between applications. Request completion rates have climbed to 97%, and the platform has maintained a strong internal customer satisfaction

score over the last two quarters, reflecting the positive experiences employees are having with ServiceNow EmployeeWorks.

One AI front door for every employee request

ServiceNow EmployeeWorks helps complete tasks across departments and systems, follows company rules and permissions, and proactively highlights what needs attention, helping ensure people and AI can work safely, reliably, and at enterprise scale.

Now employees ask for what they need—from updating benefits or getting a PTO balance to a request for any department—and it gets handled via chat instantly. Building momentum from their current success, INRY is extending ServiceNow EmployeeWorks even further to additional high-volume employee processes with the intention of making routine tasks faster, simpler, and more efficient for all employees across the company.

Comments on the partnership

“INRY has worked together with customers for years to build deep expertise and trust on the ServiceNow AI Platform. Because of that, we didn't want to sell something we hadn't lived with ourselves. When I tell a client what ServiceNow EmployeeWorks can do, I'm telling them what it's already doing for us,” said **Matt Robinett, vice president and ServiceNow practice lead at INRY**. “ServiceNow EmployeeWorks is workflow, AI assistance, and automation in one place—and our first-hand experience directly translates into helping our clients identify the areas of greatest impact.”

“AI is upending customer expectations when it comes to time to value,” said **Paul Fipps, president of global customer operations at ServiceNow**. “INRY went live on ServiceNow EmployeeWorks in just six weeks, launching one AI front door that answers questions instantly, gets work done, and moves people to real outcomes in a fraction of the time. That's the new expectation. And when a partner can show a customer what the platform did for their own employees, the conversation changes.”

About INRY, a Cprime Company

INRY is a ServiceNow and Moveworks partner with a mission to make AI work with measurable, provable enterprise outcomes. Trusted by more than 200 customers across North America INRY is a ServiceNow Elite Partner specializing in AI-enabled workflow transformation. By combining deep ServiceNow platform expertise with a proven methodology and an unwavering focus on measurable business outcomes, INRY's services span healthcare, retail, manufacturing, higher education, financial services, professional services and state and local government, bringing proven patterns and referenceable results to every engagement.

About ServiceNow

ServiceNow (NYSE: NOW) is the AI control tower for business reinvention. The ServiceNow AI Platform integrates with any cloud, any model, and any data source to orchestrate how work flows across the enterprise. By unifying legacy systems, departmental tools, cloud applications, and AI agents, ServiceNow provides a single pane of glass that connects intelligence to execution across every corner of business. With more than 100 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous workflows that deliver measurable results. Learn how ServiceNow puts AI to work for people at www.servicenow.com.

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Source: ServiceNow