NEWS RELEASE

TridentCare achieves 96% scheduling automation with ServiceNow AI-powered CRM, improving care for millions of patients

2026-04-22

Nation’s largest portable medical diagnostics provider powers faster, reliable patient care with ServiceNow

SANTA CLARA, Calif.--(BUSINESS WIRE)-- **ServiceNow** (NYSE: NOW), the AI control tower for business reinvention, today announced that TridentCare, the nation’s largest provider of portable medical diagnostic services, selected the ServiceNow AI Platform to transform its end-to-end operations and largely replace manual coordination with autonomous, AI-driven processes. With AI agents from ServiceNow, TridentCare will power faster, more reliable service by unifying operations from customer order through care delivery.

TridentCare dispatches hundreds of vehicles daily to deliver portable X-ray, ultrasound, and lab services to nursing homes, rehabilitation centers, correctional facilities, and other patient-care settings across 46 states. Coordinating thousands of credentialed clinical professionals across 5.4 million annual visits requires more than scheduling software.

ServiceNow supports the entire service delivery chain for TridentCare on a single platform. At every handoff in the service delivery chain, ServiceNow AI agents replace manual coordination with automated scheduling, intelligent routing, and proactive exception management — ensuring service commitments are met without requiring dispatcher intervention on every order.

“TridentCare operates in some of the most complex care environments in the country, where a missed order or a delayed route has real consequences for patients,” said Paul Fipps, president of global customer

operations at ServiceNow. "ServiceNow exists to put AI to work for people — and for TridentCare, that means every order reaches the right technician, dispatchers spend less time on manual coordination and more time on the exceptions that matter, and more people get the care they need."

"At TridentCare, every decision we make comes back to the patient," said Kyle Seiter, chief information officer, TridentCare. "I joined this organization to modernize our technology, transform our end-to-end processes, and streamline how we use ServiceNow to optimize those processes — and that's exactly what we're doing. At our peak, the majority of all schedules included manual overrides. With ServiceNow, we are down to only touching the exceptions, saving us 10's of thousands of manual touches each month. That's not just an efficiency win — it means faster, more reliable service, and ultimately allows us to reach more patients every day."

TridentCare turned to ServiceNow to tackle challenges across the dispatcher and customer experience, including manual scheduling, disconnected quoting, paper-driven order intake, and lack of visibility across the care chain.

TridentCare will be using the ServiceNow AI Platform across its operations, including: **ServiceNow Field Service Management, Sales CRM**, and **IT Service Management.**

Key outcomes so far include:

- Lead-to-cash transformation: By connecting Sales CRM directly to field performance data, TridentCare gains the visibility it needs to set accurate service levels, identify where demand is shifting, and sharpen how it sells.
- 96% scheduling automation across 127 markets: Manual scheduling of portable medical diagnostic services dropped from 50% to just 4.3%. Dispatchers now let the system handle the work, intervening only when judgment genuinely requires it.
- 57% reduction in patient wait times beyond SLA windows: When a service commitment is at risk, the system automatically re-prioritizes technician assignments.
- 30% efficiency improvement on day one: In the first market to go live, manual override rates dropped immediately, and that market became TridentCare's best-performing within three months.

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 95 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.

Media Contacts
Rachel Alvarez
press@servicenow.com

Source: ServiceNow