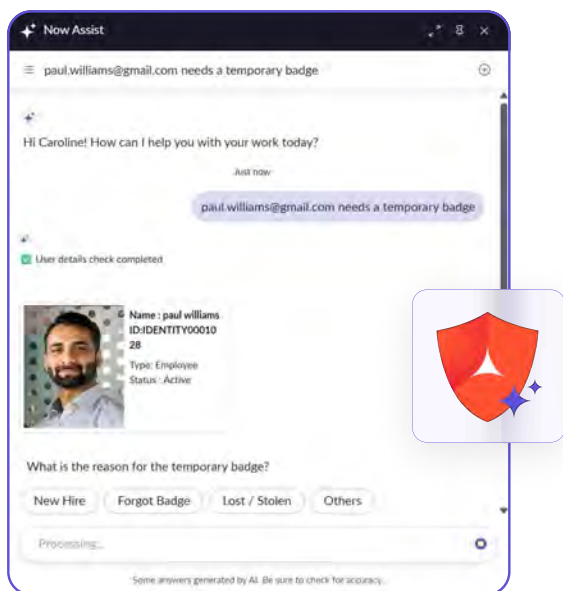


Guardian AI Agent on ServiceNow

Smarter access, safer workplaces—delivered with AI.

servicenow
PLATFORM
Partner

Build



Why Guardian AI Agent

Traditional badge management and workplace access is manual, slow, and error-prone. Guardian AI Agent changes that.

Built entirely on the ServiceNow AI Framework (Agent Fabric) and powered by Now Assist, Guardian AI Agent operates securely within the Now Platform, with no external AI models or data sharing. Using natural language, it handles badge and access operations through an intuitive chat interface.

The result: seamless workflows, reduced manual effort, and a more secure, compliant, and intelligent workplace, all powered natively by ServiceNow.

Key Features



Conversational interface powered by Now Assist for natural language badge operations.



Cardholder management by email or badge number.



Smart badge issuance for permanent or temporary credentials with audit logging.



Status control to activate, deactivate, or revoke badges instantly.



Credential flexibility with both physical and mobile badge support.



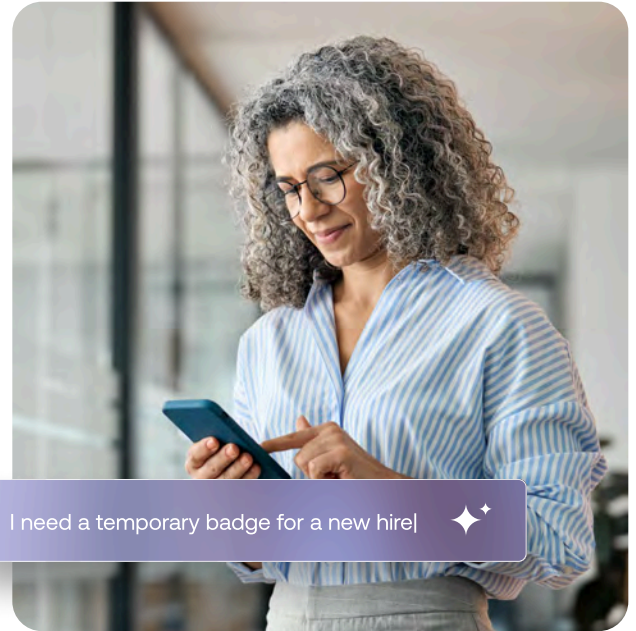
Role-based access automatically applied during badge issuance.



Policy enforcement to ensure compliance in every action

Business Outcomes

- Accelerate onboarding with faster, AI-driven badge issuance.
- Reduce manual workload for security and badging teams.
- Deliver a frictionless experience for employees, contractors, and visitors.
- Strengthen compliance with automated policies and full audit trails.
- Lower operational costs by streamlining identity and access workflows.
- Improve workplace safety with consistent, role-based access control.



I need a temporary badge for a new hire

How it works

Powered by Now Assist, Guardian AI Agent can:

1

Search and manage cardholder profiles

2

Issue and revoke badges

3

Update status and validity

4

Assign access permissions

5

Enforce card issuance policies with full audit tracking

Everything happens **natively in ServiceNow**, ensuring badge operations are simple, fast, and compliant.

The Result

Guardian AI Agent unifies security with everyday workflows. By embedding badge management directly into ServiceNow, enterprises reduce complexity, increase efficiency, and improve safety across the workplace.

Smarter access. Safer workplaces. Delivered with AI.