

Accion Labs Earns ServiceNow Validated Practice Recognitions

App Engine, IT Service Management Advanced and Customer Service Management recognitions reinforce its expertise and capabilities in ServiceNow's Now Platform.

PITTSBURGH, PA, UNITED STATES, August 27, 2026 /EINPresswire.com/ -- [Accion Labs](#), an AI-led Innovation Engineering company, today announced that it has earned three ServiceNow Validated Practices in the Asia Pacific and Japan (APJ) region.

- App Engine Validated Practice
- IT Service Management (ITSM) Advanced Validated Practice
- Customer Service Management (CSM) Validated Practice

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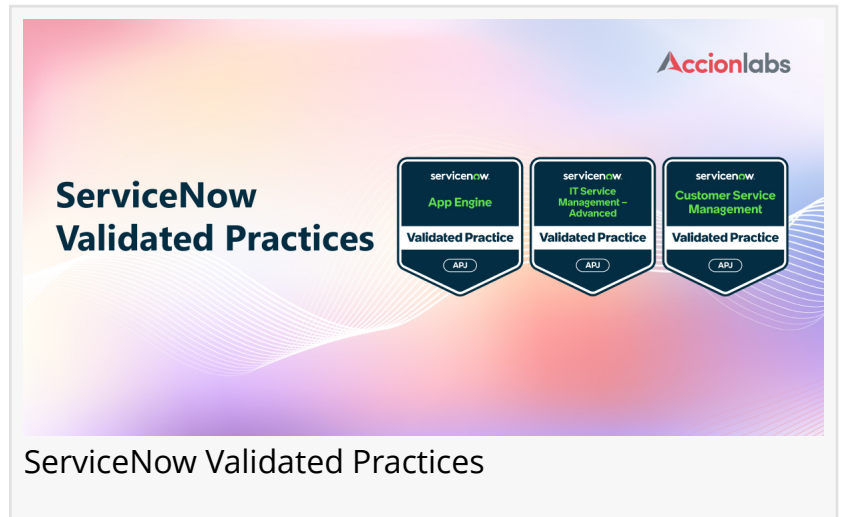
These recognitions reflect the maturity of our ServiceNow practice and the dedication of our teams. They belong to our customers, our teams and the strong partnership we have built with ServiceNow.”

Nitin Agarwal, Global Chief Platform Officer, Accion Labs

These 'Validated Practice' recognitions are a result of ServiceNow independently reviewing and validating Accion Labs' capabilities across application development, enterprise IT service management and customer service transformation on the Now Platform. Together, they strengthen Accion Labs' ServiceNow practice and demonstrate its capabilities across multiple areas of the platform.

Achieving Validated Practice status follows a two-step process. The first step is earning a Product Line Achievement (PLA), which demonstrates that a partner has

the skills, experience and proven customer outcomes to successfully implement the associated product. The second step is successfully completing a Partner Success Review (PSR), a structured review that guides practice leaders on developing their ServiceNow practice with actionable recommendations. Accion Labs completed both steps across all three product lines.



The App Engine Validated Practice recognizes expertise in designing, building and scaling enterprise applications and automated workflows on the Now Platform.

The IT Service Management (ITSM) Advanced Validated Practice validates Accion Labs' ability to deliver advanced IT service management capabilities that help organizations modernize operations, improve service quality and support AI-assisted service management.

The Customer Service Management (CSM) Validated Practice recognizes proven capabilities in helping organizations deliver connected, customer-centric service experiences by bringing customer service, operations and workflows together on the Now Platform.

"These recognitions reflect the maturity of our ServiceNow practice and the dedication of our teams," said Nitin Agarwal, Chief Platform Officer, Accion Labs. "They reinforce our commitment to delivering trusted, high-quality solutions while continuing to invest in our people and our strategic partnership with ServiceNow. This achievement belongs to our customers, our teams and the strong partnership we have built with ServiceNow."

For Accion's customers, these recognitions enhance the trust and confidence they have in choosing Accion Labs as a ServiceNow Partner.

As a ServiceNow Elite Partner, Accion Labs continues to invest in AI, modern workflows, industry solutions and the continued growth of its ServiceNow practice. These recognitions reflect Accion Labs' continued investments in helping organizations modernize business processes, improve service experiences and realize greater value from the Now Platform.

Learn more about Accion Labs' ServiceNow practice at: <https://www.accionlabs.com/servicenow-partner-solutions>

About Accion Labs

Accion Labs is an AI-led Innovation Engineering company headquartered in Pittsburgh, USA. It specializes in building AI-enabled digital solutions that help enterprises modernize how they build, operate and optimize technology.

Accion Labs operates across 23 global locations with over 5,000 employees, including more than 1,000 engineers trained in AI and GenAI. The enterprise delivers solutions across five core areas: Digital Engineering, Cloud & Platform Engineering, Data & AI, Enterprise System Automation and Agentic AI, supported by proprietary IP and proven delivery frameworks. Accion specializes in Digital Strategy Consulting & Innovation, Software Development and Engineering, Operations & Management with a rigor on Performance Optimization, Automation and Analytics.

Accion's global delivery model combines white-box engagement, extended delivery centers with

nearshore and offshore operations, turnkey execution and a governance structure designed for transparency, knowledge retention and IP protection.

With 50+ successful GenAI implementations and 34 proprietary platforms, Accion Labs supports clients in modernizing legacy systems, automating operations and developing next-generation digital products.

Accion Labs has been recognized among Pittsburgh's Fastest-Growing Companies by the Pittsburgh Business Times and as a Leader in Innovation by Smart Business Magazine. Accion Labs is also recognized by ISG, Everest Group, Zinnov Zones and HFS for its leadership in Generative AI, Agentic AI, Software Product Engineering and Engineering R&D.

For more information, visit www.accionlabs.com or contact info@accionlabs.com.

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