

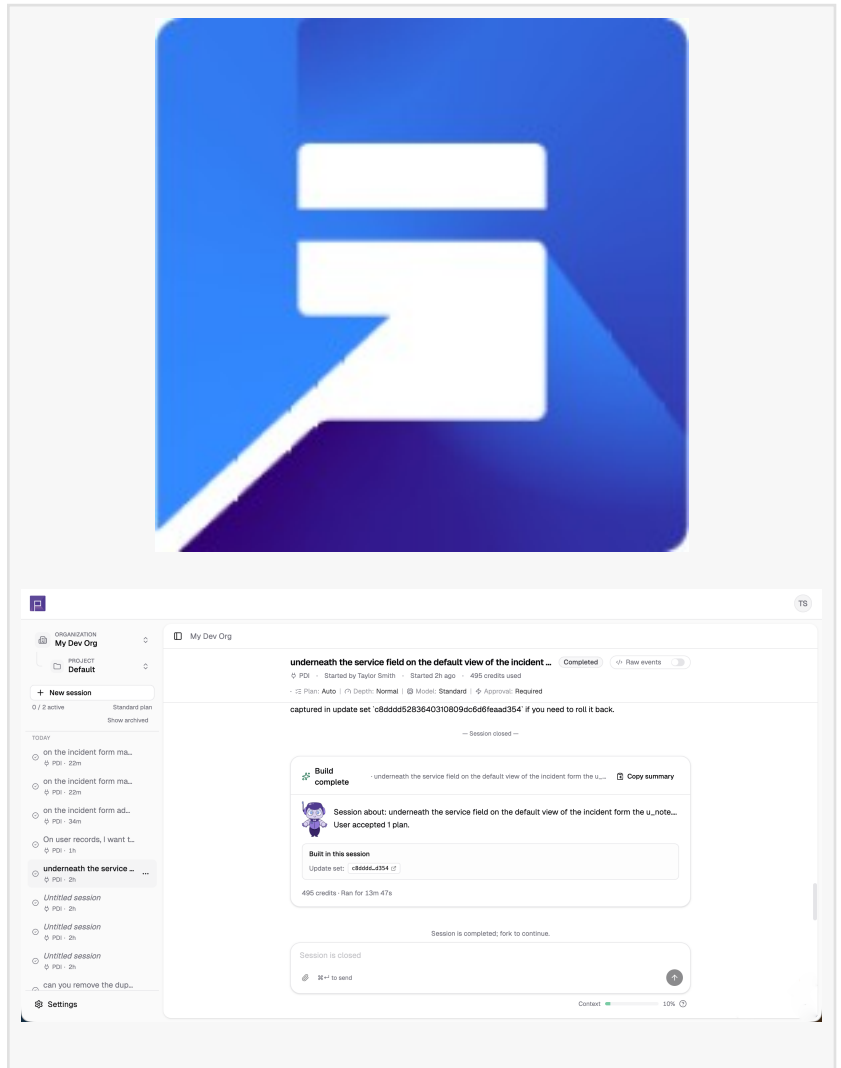
Dyna Software Announces the General Availability of Platform Copilot, the First True AI Engineer for ServiceNow

The first of its kind, Platform Copilot -- an AI Engineer Platform for ServiceNow

CALGARY, ALBERTA, CANADA, September 29, 2026 / EINPresswire.com/ -- [Dyna Software, Inc.](#), an Elite Build Partner of ServiceNow specializing in platform governance and health, today announced the general availability of its AI solution for ServiceNow, [Platform Copilot](#). The first software available for ServiceNow in the category of AI Engineer, Platform Copilot helps teams use AI throughout the engineering process, from understanding requirements to building and refining solutions.

First introduced at Knowledge 2026, Platform Copilot helps organizations move from business need to working ServiceNow outcome. It supports teams as they investigate issues, assess their environment, develop plans, design solutions, and create configurations across native ServiceNow and custom applications. The general availability release expands features into team collaboration and introduces a team approach to using AI for delivery.

Platform Copilot connects to a customer's ServiceNow development instance through standard APIs. It examines the relevant structure and configuration of that environment, applies ServiceNow engineering knowledge, and works through requirements with the user before proposing and building a solution. Teams can preview proposed changes, provide feedback, and



refine the result as the work progresses.

Platform Copilot is a powerful AI platform that helps ServiceNow teams:

- Plan with greater clarity. Turn business objectives, workshop input, and early requirements into implementation plans, design artifacts, and prototypes.
- Work in the context of their own instance. Consider relevant applications, data structures, configurations, and dependencies when assessing a request or proposing a solution.
- Turn ideas into working solutions. Translate plain-language needs into ServiceNow configurations, workflows, and applications.
- Investigate and improve existing environments. Analyze issues, assess potential approaches, and support troubleshooting as well as new development.
- Expand delivery capacity. Enable both business and technical users to explore needs and advance routine work while specialists focus on architecture, oversight, and more complex challenges.
- Collaborate and refine. Share sessions, review proposed work, provide feedback, and iterate before final implementation.

Advanced capabilities include:

- Accepting requirements in plain language alongside diagrams, screenshots, whiteboard images, and other visual references.
- Multi-model design enables best model use based on need.
- Previewing proposed configurations and development before the final build.
- Supporting follow-on work such as Automated Test Framework tests, knowledge articles, and build documentation.
- Applying safeguards for sensitive fields and data based on the ServiceNow schema.
- Supporting configurations in native applications, existing custom applications, workflows, and portals.
- Allowing team members to collaborate within Platform Copilot sessions.

Users can begin with detailed requirements or a high-level description of an outcome or problem. Platform Copilot guides the conversation, identifies missing information, asks clarifying questions, and helps the team move toward an implementation approach. Meeting transcripts, workshop materials, and sketches can provide further context. This allows business users and technical specialists to contribute to the same engineering process.

“Platform Copilot reflects a broader view of what an AI Engineer can do for ServiceNow teams,” said Ron Browning, CEO and Co-founder of Dyna Software. “Organizations need help across the entire delivery lifecycle, from understanding a problem and assessing the existing environment to planning, building, troubleshooting, and refining a solution. We designed Platform Copilot to bring those activities into a collaborative process that helps teams deliver meaningful business outcomes with greater speed and confidence.”

Availability

Platform Copilot is generally available now. Pricing is based on deployment scope through a credit-based consumption model. Those interested can learn more at dynasoftwareinc.com/products/platform-copilot.

About Dyna Software Inc.

Dyna Software Inc. supports enterprise organizations in efficiently optimizing their ServiceNow ecosystems. For almost 10 years, the company has specialized in driving ServiceNow platform resiliency, setting delivery standards, and strengthening governance as workflows increase in volume and accelerate with AI. Dyna Software's flagship product, GuardRails, empowers Global 2000 companies to mitigate risk and scale confidently. The company's Platform Copilot is a purpose-built AI engineering solution designed to translate business requirements into governed ServiceNow configuration. Partnering closely with ServiceNow and its account teams, Dyna Software assists Global 2000 industry leaders in deploying new workflows and AI-driven capabilities faster and with greater confidence for improved time-to-value. For more information, visit www.dynasoftwareinc.com.

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