

Press Release

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Maybank enhances Resilient Operations Centre capabilities with ServiceNow to power always-on banking across Southeast Asia

- Maybank and ServiceNow has entered into a strategic agreement to enable a more predictive and integrated approach to managing regional digital banking, with greater visibility across technology services, assets and operations
- Scaled AI-powered operational intelligence capabilities are designed to help technology teams make faster, informed decisions to improve performance and anticipate conditions that create potential service-impacts
- A new Maybank Centre of Excellence, supported by [ServiceNow University](#) to deepen workforce digital skills that enable platform, automation and AI capabilities

Kuala Lumpur & Singapore – [Maybank](#) (KLSE: MAYBANK) has entered into a five-year strategic agreement with [ServiceNow](#) (NYSE: NOW), to scale its regional Resilient Operations Centre (ROC) spanning Malaysia, Singapore and Indonesia. The initiative enables one, integrated operational view to banking with a more predictive approach to manage secure, reliable and always-on banking services for customers, as part of Maybank's ongoing transformation under [ROAR30](#).

By combining operational data, service context, AI and analytics, Maybank will strengthen its ability to anticipate potential operational risks, identify emerging patterns and optimise service performance across its regional footprint before customer experience is impacted. The ServiceNow AI Platform will enable teams to make more informed decisions with one, integrated view across applications, infrastructure, technology assets and service dependencies with its Super Intelligence Control Tower – including technology service management, operational monitoring, asset visibility, workflow automation and AI-driven operational intelligence.

The rollout will begin in Malaysia and Singapore before expanding to Indonesia over the course of the five-year programme.

Advancing operational intelligence for always-on banking

Connected, digital banking relies on real-time operational resilience foundations to deliver the best results for customers. For Maybank's retail, Small and Medium Enterprise (SME) and corporate divisions, the initiative represents a continued investment in the technology foundations that support secure, dependable and seamless banking experiences.

*"As banking becomes more digital and interconnected across the region, our customers expect us to be available, secure and dependable at every moment. Technology resilience and operational excellence are therefore fundamental to how we serve them," said **Giorgio Migliarina, Group Chief Technology and Digital Officer at Maybank.***

"In line with our ROAR30 aspirations, this strategic agreement strengthens our ability to operate at scale across multiple markets while advancing the AI-powered operational intelligence capabilities that will support the next generation of banking services. By combining greater visibility, automation and predictive insights, we are continuing to invest in the technology foundations that will

significantly contribute towards delivering secure, seamless and always-on banking experiences across the region."

This will also support Maybank's ongoing efforts to maintain strong governance, security and resilience standards while meeting evolving regulatory expectations across the markets in which it operates.

*"Resilience is the foundation of customer trust for Financial Institutions," said **Melissa Ries, Group Vice President and Managing Director for Asia at ServiceNow**. "Working with Maybank reflects what we hear from financial services leaders across the region. Leaders want a single platform that gives them visibility of their entire operational portfolio and across every market to strengthen security and free their teams to focus on serving customers without interruption. We are proud to work together with Maybank as it builds one of the most resilient banking operations in Southeast Asia."*

Alongside the technology rollout, Maybank will establish an internal Centre of Excellence (CoE), supported by ServiceNow University, to build expertise in platform engineering, automation and AI. The CoE will help to accelerate adoption of emerging capabilities, support continuous improvement across technology operations and create opportunities for employees to focus on higher-value innovation and service enhancement activities.

In addition, Maybank will participate in ServiceNow's invite-only NowNext AI programme, where specialised engineers will collaborate with Maybank teams to develop advanced AI and agentic AI use cases relevant to banking operations. This combined effort will enable teams to innovate faster to deliver services that delight customers.

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About Maybank

Maybank is among Asia's leading financial group and Southeast Asia's fourth largest bank by assets, with a significant global workforce and an extensive network spanning ASEAN and key international financial centres. Guided by its ROAR30 strategy, Maybank continues to Humanise Financial Services through values-based offerings that deliver exceptional customer experience, drive positive societal impact and power the real economy. The Group provides a comprehensive range of financial services across consumer and corporate banking, investment banking, Islamic banking, insurance and takaful, and asset management. (www.maybank.com)

About ServiceNow

ServiceNow (NYSE: NOW) is the Super Intelligence Control Tower for business reinvention. The ServiceNow platform integrates with any model, any cloud, and any data source to orchestrate, govern, and secure work across the agentic enterprise. ServiceNow gives customers the enterprise context and control to build and scale confidently. With more than 100 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous work for IT, CRM, Security, Employee Experience, and more. Learn how ServiceNow puts AI to work for people at www.servicenow.com.

Forward-looking statements

This press release contains “forward-looking statements” about the expectations, beliefs, plans, and intentions relating to ServiceNow and Maybank’s strategic agreement. Such statements include statements regarding future product capabilities and offerings and expected benefits to ServiceNow. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, ServiceNow’s results could differ materially from the results expressed or implied by the forward-looking statements made. ServiceNow undertakes no obligation, and does not intend, to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include: (i) delays and unexpected difficulties and expenses in executing the product capabilities and offerings, (ii) changes in the regulatory landscape related to AI and (iii) uncertainty as to whether sales will justify the investments in the product capabilities and offerings. Further information on factors that could affect ServiceNow’s financial and other results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.