



NEWS RELEASE

Accenture and ServiceNow Launch Dedicated Business Group to Help Organizations Transform Work

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Multi-million dollar investment in new Accenture ServiceNow Business Group will accelerate and expand delivery of mission-critical digital workflow solutions

NEW YORK and SANTA CLARA, Calif., Oct. 22, 2020 – Accenture (NYSE: ACN) and ServiceNow (NYSE: NOW) have formed a new business group to help private and public sector clients accelerate their digital transformation and better address today's dynamic operational challenges. The Accenture ServiceNow Business Group represents a significant multi-million dollar investment from both companies over the next five years.

In the COVID-19 era, organizations are under more pressure than ever to innovate faster, reduce costs, enhance productivity, and meet their customers' needs. The Accenture ServiceNow Business Group will help organizations rapidly evolve organizational processes and unlock the full value of technology investments by adopting digital workflows that deliver modern, personalized customer and employee experiences. This includes empowering employees and customers with self-service and remote work programs that offer increased flexibility, mobility, and choice. By establishing a more modern workplace with platform-driven, technology-enabled workflows, organizations are better positioned to balance business needs, satisfy customer demands, drive employee engagement, deliver productivity expectations, and realize workplace cost optimization.

"By further strengthening our strategic alliance with ServiceNow, we will enable our clients to more quickly embrace change," said Julie Sweet, chief executive officer, Accenture. "With a move to the cloud, they can reimagine their operations, reskill their employees, and become more sustainable. Working together with ServiceNow to automate complex processes and create better experiences across industries, we will help organizations deliver greater

360-degree value that benefits all — their customers, people, shareholders, partners, and communities.”

ServiceNow CEO Bill McDermott said: “Leaders in every organization know that their 20th century technologies are too slow, too siloed, too stuck in the status quo to meet the dynamic digital demands of employees and customers today. Speed, agility, and resilience are what’s needed now. Our ServiceNow and Accenture partnership brings together world-class teams, expertise, and our modern workflow platform to accelerate every organization’s digital transformation. The Accenture ServiceNow Business Group will help every organization become a 21st century digital business.”

The Accenture ServiceNow Business Group will deliver industry- and domain-specific solutions and services to customers. Together, Accenture and ServiceNow will initially help accelerate digital transformation programs for customers in telecommunications, financial services, government, manufacturing, healthcare, and life sciences. Workflow innovation will focus on employee engagement, customer service and operations, artificial intelligence for IT operations, and security and risk. Additional industry solutions will be developed in the future.

Supported by approximately 8,500 Accenture people skilled in ServiceNow, the new group brings together dedicated professionals from both organizations with expertise in transformational workflow and platform development, marketing, sales, and business development across numerous priority industries. The business group will develop advanced industry and domain-focused solutions designed to deliver tangible, positive outcomes for clients at scale.

For example, Boehringer Ingelheim, a leading, research-driven pharmaceutical company with more than 51,000 employees and an Accenture and ServiceNow customer, uses ServiceNow’s technology and Accenture services to create a seamless, consumer-grade experience for global employees and customers.

“Our work with Accenture and ServiceNow has strategically fueled our innovation power. By optimizing our global employee experience, we’ve made our work processes across business functions faster and more efficient, ultimately driving better patient outcomes,” said Andreas Henrich, corporate vice president of IT Enterprise Data Services at Boehringer Ingelheim. “We’ve reduced complexity across our disparate bespoke systems and, in doing so, have transformed our business for growth.”

Accenture and ServiceNow also collaborate to serve government entities. Earlier this year, Accenture Federal Services (AFS) **announced** a \$96 million task order to help the Department of Veterans Affairs (VA) modernize its enterprise service management and IT capabilities, using ServiceNow to power the digital transformations end-to-end. Using the Now Platform, AFS will work with the VA to automate its manual workflows and introduce applied intelligence (AI) and machine learning capabilities, allowing the VA workforce to focus on more complex tasks that serve veterans.

“Today, Veterans Affairs is truly running IT like a business,” said Greg Rankin, Service Management Office Director, Department of Veterans Affairs Office of Information & Technology. “We are utilizing ServiceNow’s powerful discovery engine and Accenture’s expertise to create top-down business service maps that eliminate the guessing game as to which configuration items underpin which business service. With a mission as critical as providing service to veterans, it’s imperative that we have real-time visibility into the health, availability, and costs of the services we provide – we have that now.”

Accenture’s use of ServiceNow is a strategic enabler of customer-facing innovation at scale and, as a ServiceNow customer, the company uses ServiceNow workflows for employee engagement, invoice processing, asset management, artificial intelligence for IT operations, and its universal service desk. Accenture recently made the Now Mobile app available to its more than 500,000 people.

As a ServiceNow Global Elite Partner, Accenture is one of ServiceNow’s largest global go-to-market partners and winner of its Global Partner of the Year award in 2020. For more information on the Accenture ServiceNow Business Group, visit:

- <https://www.accenture.com/us-en/services/alliances/servicenow?src=SOMS>
- <https://www.servicenow.com/partners/accenture.html>

About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. Our 506,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at www.accenture.com.

About ServiceNow

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: www.servicenow.com.

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Use of Forward-Looking Statements

This release contains “forward-looking statements” about the expectations, beliefs, plans, and intentions relating to the creation of the Accenture ServiceNow Business Group. Such forward-looking statements include statements regarding expected performance and benefits of our new Business Group. 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, our results could differ materially from the results expressed or implied by the forward-looking statements we make. We undertake no obligation, and do 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 this strategy; (ii) uncertainty as to whether sales will justify the significant investment; and (iii) changes in the regulatory landscape in the various industries and domains we are providing or seek to provide solutions and services. Further information on factors that could affect our financial and other results is included in the filings we make with the Securities and Exchange Commission from time to time.

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