



NEWS RELEASE

Dynatrace and ServiceNow Deepen Strategic Collaboration to Advance Autonomous IT Operations

2025-10-27

Multiyear partnership focuses on intelligent automation at scale for joint enterprise customers

BOSTON & SANTA CLARA, Calif.--(BUSINESS WIRE)-- Dynatrace (NYSE: **DT**), the leading **AI-powered observability** platform, and ServiceNow (NYSE: **NOW**), the AI platform for business transformation, today announced a multi-year strategic collaboration to advance autonomous IT operations and scale intelligent automation for joint enterprise customers.

As enterprises increasingly invest in agentic AI to drive operational efficiency, Dynatrace and ServiceNow are aligning solutions to enable more proactive and intelligent operations. Dynatrace brings advanced deterministic and agentic AI for proactive root cause analysis, prediction, and automated remediation across cloud and AI-native environments. ServiceNow complements this with powerful AI agents and AIOps capabilities to streamline and automate IT service and operations management. Together, Dynatrace and ServiceNow will empower customers to drive better outcomes, optimize services, and provide seamless digital experiences that drive customer and employee satisfaction.

In addition, Dynatrace will deploy ServiceNow for Enterprise Service Management, HR Service Delivery, and Asset Management. ServiceNow will leverage Dynatrace's observability platform to support its digital operations. The companies will use insights from their deployments to inform ongoing enhancements to integrations and the overall customer experience, to deliver faster implementation and impact for customers.

"Autonomous IT is the future, and our collaboration with Dynatrace is about accelerating Zero Outage outcomes for enterprises today," said Rahul Tripathi, group vice president and general manager, ITSM and ITOM at ServiceNow.

"By bringing together real-time, AI-powered observability from Dynatrace with ServiceNow's AI-powered IT Service & Operations Management, we're empowering IT teams to move beyond traditional operations into a new era of proactive systems that continuously learn, adapt, and self-heal at scale."

"Dynatrace and ServiceNow are partnering to turn real-time observability into trustworthy, autonomous action across the software delivery lifecycle," said Steve Tack, chief product officer at Dynatrace. "We help customers anticipate issues, coordinate remediation, and continuously optimize services by combining deterministic and agentic AI, bringing them closer to autonomous prevention, remediation, and optimization at enterprise scale."

About Dynatrace

Dynatrace is advancing observability for today's digital businesses, helping to transform the complexity of modern digital ecosystems into powerful business assets. By leveraging AI-powered insights, Dynatrace enables organizations to analyze, automate, and innovate faster to drive their business forward. To learn more about how Dynatrace can help your business, visit www.dynatrace.com, visit our [blog](#) and follow us on [LinkedIn](#) and X [@dynatrace](#).

Dynatrace and the Dynatrace logo are trademarks of the Dynatrace, Inc. group of companies. All other trademarks are the property of their respective owners. © 2025 Dynatrace LLC.

About ServiceNow

ServiceNow (NYSE: NOW) is putting AI to work for people. We move with the pace of innovation to help customers transform organizations across every industry while upholding a trustworthy, human centered approach to deploying our products and services at scale. Our AI platform for business transformation connects people, processes, data, and devices to increase productivity and maximize business outcomes. For more information, visit: www.servicenow.com.

Dynatrace Cautionary Language Concerning Forward-Looking Statements

This press release includes certain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding Dynatrace's and ServiceNow's respective capabilities and the expected benefits to organizations from the collaboration and partnership between Dynatrace and ServiceNow, and from using Dynatrace and ServiceNow. These forward-looking statements include all statements that are not historical facts and statements identified by words such as "will," "expects," "anticipates," "intends," "plans," "believes," "seeks," "estimates," and words of similar meaning. These forward-looking statements reflect our current views about our plans, intentions, expectations, strategies, and prospects, which are based on the information currently available to us and on assumptions we have made. Although we believe that our plans, intentions, expectations, strategies, and prospects as reflected in or suggested by those forward-looking

statements are reasonable, we can give no assurance that the plans, intentions, expectations, or strategies will be attained or achieved. Actual results may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control, including the risks set forth under the caption “Risk Factors” in our Annual Report on Form 10-K, subsequent Quarterly Reports on Form 10-Q, and our other SEC filings. We assume no obligation to update any forward-looking statements contained in this document as a result of new information, future events, or otherwise.

ServiceNow Forward-looking Statements

This press release contains “forward-looking statements” about the expectations, beliefs, plans, and intentions relating to Dynatrace and ServiceNow’s partnership. 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.

Dynatrace Media Relations

pr-team@dynatrace.com

ServiceNow Media Relations

Press@servicenow.com

Source: Dynatrace