



NEWS RELEASE

ServiceNow Delivers New Levels of Business Agility and Resilience for the COVID Economy

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SANTA CLARA, Calif. - September 16, 2020 - **ServiceNow** (NYSE: NOW), the leading digital workflow company making work, work better for people, today unveiled the Now Platform® **Paris release**, to help organizations remain agile and be resilient so they can grow and enhance their productivity during the COVID economy. With ServiceNow workflows, people can work smarter and organizations can realize faster time to value from their technology investments.

The COVID economy has exposed weak links in old value chains, driving a workflow revolution. Organizations that struggle to digitally transform and create great experiences for customers, employees, and partners in this new work environment are being left behind. According to IDC, 45 percent of organizations worldwide are now in economic decline or recession, with 64 percent of organizations worldwide planning to be early adopters of emerging tech. Those organizations that are digital laggards are more inclined to seek out emerging tech as a means of catching up.¹ With nearly 80 percent of the Fortune-500 leveraging the Now Platform, ServiceNow is committed to delivering solutions that will help companies on their digital transformation journeys, whether their workforce is remote or planning an eventual return to the workplace.

“Customers are increasingly considering the business value from integrating separate, but increasingly dependent workflows across teams, and the business and IT organizations,” said Stephen Elliot, program vice president, DevOps and Management Software, IDC. “There is unquestionable customer traction, in part accelerated by COVID-19 and its pressure to drive more collaboration between IT and business stakeholders to digitize processes,

rethink customer engagement models, and make strategic business decisions faster than at any point in the last 10 years.”

Several leading organizations, including Microsoft, Zoom, Adobe, Uber, Accenture, Deloitte, Acorio, TPx, Veolia, Novant Health, Lone Star College, AEGIS Insurance Services, and City of Raleigh, are turning to the Now Platform and its Paris release capabilities to power their digital transformations.

“The C-suite realizes that 20th-century architectures are too slow and siloed in today’s fluid working environment, where they need speed and agility,” said Chirantan “CJ” Desai, chief product officer at ServiceNow. “The ServiceNow advantage has always been one architecture, one data model and one born-in-the-cloud platform that delivers workflows companies need and great experiences employees and customers expect. The Now Platform Paris release provides smart experiences powered by AI, resilient operations, and the ability to optimize spend. Together, they will provide businesses with the agility they need to help them thrive in the COVID economy.”

With the Paris release, ServiceNow is unveiling six completely new products as well as **new features** that enable organizations to leverage one platform to:

- Quickly respond to business change with new workflow apps, boost productivity with embedded analytics and AI in every app and digitize and automate work across the enterprise.
- Deliver employees the right experiences anywhere, drive productivity of their workforce and transform their organization to provide critical services.
- Drive customer loyalty with connected workflows that allow them to manage location-based work efficiently and effectively, organize resilient operations for unforeseen circumstances, and expand capacity via automated self-service.
- Optimize IT productivity, cost, and resiliency to modernize and automate with ITSM and AIOps, deliver resilient operations, and help reduce software, hardware, and cloud spend.

Generally available today, key new products in the Paris release include:

- NEW Business Continuity Management unveils modern, automated business impact analysis, business continuity plan development, and crisis management leveraging context within the ServiceNow platform to enable operational resilience. With operational disruptions as a persistent threat, resilient organizations need to anticipate these disruptions and develop actionable plans that will help minimize impact, as well as duration.
- NEW Hardware Asset Management automates the IT asset lifecycle by tracking the financial, contractual, and inventory details of hardware and devices to make smarter decisions from purchase to disposal. In order for companies to be resilient in any economic environment, it’s critical to know what IT assets are where, so

companies can persist or have the ability to pivot if the time comes.

- NEW Legal Service Delivery provides legal operations the visibility they need to make decisions fast and enhance productivity by eliminating manual emails and phone calls.

Strengthening the ServiceNow ecosystem with industry solutions and partnerships

ServiceNow's **new industry products**, which are generally available today, enable telecommunications providers and financial services organizations to transform business operations within the context of their industry and create value at scale. Together with strategic go-to-market partners, Accenture for telecommunications and Deloitte for retail banking, these new offerings will force multiply business value for customers.

- NEW Financial Services Operations helps banks connect teams and systems in the front, middle, and back office to more quickly serve customers. It digitizes core workflows, such as payment and credit card operations, resulting in greater efficiencies.
- NEW Telecommunications Service Management gives customers a more proactive experience and greater flexibility to manage their services, while providing the care and operations organizations with an enhanced service platform and insights into the customer status and health, resulting in a reduced cost to serve.
- NEW Telecommunications Network Performance Management provides network operations teams with a unified view of the install base and the ability to analyze, correlate, and resolve events and alarms originating across multiple network monitoring platforms, resulting in a precise identification of affected customers and a faster time to resolution.

Telecommunications Service Management and Telecommunications Network Performance Management work together to efficiently identify and resolve network troubles across services, while proactively informing customers and creating a more connected experience between customers and the care organization.

Partners play a critical role in accelerating customers' digital transformation journeys. ServiceNow is introducing **partner integrations** with Microsoft and Twilio, as well as the new ServiceNow Service Graph Connector Program, which helps customers streamline internal processes by seamlessly connecting new and old tools to prepare for a new way of working.

For more details on additional new features available in the Now Platform Paris release, visit:

<https://www.servicenow.com/blogs/2020/welcome-to-the-now-platform-paris-release.html>

What customers and partners are saying about the Now Platform Paris release:

Microsoft

"Microsoft has worked closely with ServiceNow for several years, helping to accelerate our digital transformation across our products, platform, and cloud capabilities," said Anahit Hovhannisyan, principal PM manager, Microsoft. "ServiceNow IT Service Management helped us quickly scale to meet our employees' needs as we shifted to a work from home environment. Our recent deployment of the new Virtual and Live Agent capabilities will help us better meet the needs of our employees by providing seamless support through our tools and services. Capabilities such as troubleshooting workflows, knowledge management search and hand off to live agents will help ensure fast resolution to employee issues no matter where they are located. The ServiceNow Virtual Agent integrated with Microsoft Teams will also allow easy access for users to receive help when they need it."

Zoom

"ServiceNow has been a trusted and reliable partner to Zoom, enabling us to scale at an unprecedented rate to meet the growing demand for our solutions," said Sunil Madan, chief information officer, Zoom. "With ServiceNow, we've been able to work smarter and increase agility in order to deploy exceptional customer service to a growing and diverse customer base. ServiceNow has enabled us to unite our front-, middle- and back-office teams, increasing productivity during a period of time when speed and simplicity matter most to our customers. The new innovations in the Paris release will help organizations maintain business continuity through workflows that anticipate and remediate disruptions."

Deloitte

"Our banking clients are fundamentally rethinking how they engage and support customers, and this requires a more connected flow across all services," said Travis Budisalovich, ServiceNow financial services industry leader and a principal at Deloitte Consulting LLP. "Combining Deloitte's deep banking industry expertise and the power of these new ServiceNow platform capabilities, we are uniquely positioned to rapidly transform the banking experience."

Acorio

"In the past six months we have seen our clients leverage ServiceNow to solve increasingly complex business problems – innovating on the platform and creating new workflows to keep employees and workplaces safe," said Ellen Daley, CEO, ServiceNow Elite Partner Acorio. "Upgrades in the Paris release are meeting those demands. We see the advancement of Hardware Asset Management into a stand-alone solution being particularly interesting to clients who are supporting the ongoing (and perhaps permanent) shift to remote work and adjusting their hardware strategies to confront that. For companies trying to manage everything from server loads to where they sent those 3,000 devices in March, the rich capabilities provided by ServiceNow will become an essential rather than a nice-to-have."

TPx

"Our customers have never needed us more and, together with ServiceNow, we are supporting them as they navigate the new normal," Kyle Seiter, chief information officer at TPx. "ServiceNow's telecommunications workflows are helping us support and connect the dots for our customers and are driving new levels of loyalty at this critical time."

Veolia

"The Paris release provides many new operational features to improve the efficiency of our back-office IT teams," said Martin Black, Head of the ITSM CoE for Veolia Global. "Leveraging the ServiceNow platform, our global IT teams are able to directly support Veolia's digital transformation programs. Our primary goal is to empower our digital employees by deploying 'consumer grade service experiences', Digital Workflows across IT+HR departments, and by integrating our development and operations teams, of which the Paris release from ServiceNow directly supports."

Novant Health

"Since we started working with ServiceNow, we've been able to automate employee requests and business processes that would have taken our team days or weeks to address," said Paige Duffey, ServiceNow Developer II at Novant Health. "Thanks to the Now Platform, we were able to automate processing hardware requests to shift our workforce to a remote environment overnight at the start of the pandemic. We recently moved our Relief Fund application to run on ServiceNow's platform. This is an application that we are utilizing to provide funds for our employees due to the current pandemic. The app, which was previously run on another vendor platform, had a 22-day turnaround from request to payment, but now is down to 6-days since moving into ServiceNow. With regard to this new platform launch, we are especially thrilled about the IntegrationHub and Flow Designer enhancements that are now available in the Paris release. These new enhancements will allow us to continue to bring in more citizen developers, with no coding experience, to further streamline and automate business processes across the board."

AEGIS Insurance Services

"We rolled out ServiceNow in 2013 and since then we've been able to automate many capabilities across our business leveraging its platform capabilities along built-in features and applications like compliance and governance," said Scott J. Schenker, Senior Vice President & Chief Information Officer at AEGIS. "Recently, ServiceNow's platform has given us the ability to migrate off of our legacy intranet site and do so with minimal uplift

to the existing Service Portal functionality. It is a platform of performance and productivity, that has allowed us to implement a variety of solutions, some complex, in a very short timeframe. We strive to stay current with the new releases and upgrading to Paris is about more than just staying compliant, there are so many features and functionality that add tremendous value to both IT and the business units."

City of Raleigh

"We are extremely impressed with new capabilities that the Now Platform Paris release from ServiceNow has to offer," said Beth Stagner, CIO for the City of Raleigh. "ServiceNow listens to their customers as they roll out new features, which consistently meet our needs. Each platform release contained features that benefited our organization since we began with ServiceNow in 2016. ServiceNow's new capabilities and enhancements ultimately raise our productivity while delivering great experiences for our employees and constituents."

Lone Star College

"Since we started working with ServiceNow in 2009, we've expanded our use of the platform across all areas of our 7 colleges and 22 locations," said Link Alander, vice chancellor, College Services, Lone Star College. "Since Lone Star College is so large, the power to quickly navigate and automate changes in workflow design and product enhancements has drastically improved our quality of work. The new features in the Now Platform Paris release will greatly enhance our ability to meet the needs of Lone Star College students, employees, and community members. The release provides new capabilities to support agile planning and development, and we can't wait to get started."

Availability

The Now Platform Paris release is generally available today. For more information, visit:

<https://www.servicenow.com/now-platform/latest-release.html>

¹ COVID-19 IMPACT ON IT SPENDING Survey (Survey conducted during 4th June to 15th June period), IDC, June, 2020 n=880 WW technology decision makers

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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Contacts

Jim Brady

408-482-4719

press@servicenow.com