



NEWS RELEASE

ServiceNow Enhances Vaccine Administration Management, Unveils New Product for the Future of Healthcare

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ServiceNow is helping states and organizations, including North Rhine-Westphalia in Germany, efficiently schedule thousands of vaccinations per hour

SANTA CLARA, Calif. — May 11, 2021 – ServiceNow (NYSE: NOW) today announced new updates to its Vaccine Administration Management solution and unveiled its new Healthcare and Life Sciences Service Management product. The announcement was made at **Knowledge 2021**, ServiceNow’s flagship digital experience for its customers, partners, and developer community. ServiceNow continues to support the delivery of millions of COVID vaccinations across the globe with workflows that connect organizations’ existing technology infrastructure to help orchestrate the critical elements of the vaccine management process, including distributing, administering, and monitoring vaccinations. The new Healthcare and Life Sciences Management product will improve end-to-end patient experiences.

In the collective effort to vaccinate the global population, there is a clear need for agile technologies that link existing systems, can be configured and adapted to support organizations of all sizes, and accommodate different scheduling and inventory needs. ServiceNow’s Now Platform and Vaccine Administration Management solution provide this flexibility and are being used by organizations around the world.

The state of North Rhine-Westphalia in Germany needed a robust system of action to manage the vaccination of millions of its citizens. With ServiceNow and T-Systems, a German global IT services and consulting company, it **was** able to register 120,000 people for vaccination appointments within just two hours of



launching and booked 5,000 appointments per minute at its peak.

"We are very pleased with the successful launch of the new vaccination appointment booking platform in Westphalia-Lippe," said the Board of Directors of the Association of Statutory Health Insurance Physicians of Westphalia-Lippe, Dr. Dirk Spelmeyer, Dr. Volker Schrage and Thomas Müller. "The moment the platform was activated, several million users were able to book vaccination appointments. Despite this huge rush, the system functioned stably – in one second alone, we recorded more than 7,000 page views!"

ServiceNow is also supporting the rollout of vaccinations in Saxony, Germany, working closely with The German Red Cross, DRK and other technology providers such as T-Systems. To-date, one million vaccines have been distributed in Saxony.

New capabilities bring more flexible scheduling and inventory management

ServiceNow is introducing key updates to its Vaccine Administration Management solution to continue helping organizations efficiently convert vaccines into vaccinations. With the new capabilities:

- Clinicians and staff can now schedule walk-up appointments on-site for first and second dose appointments, allowing for in-person registration.
- Contact center agents have access to all of the available appointment times instead of having to choose the first available, allowing flexibility and choice to recipients who lack internet access and must schedule an appointment over the phone.
- People have the flexibility to reschedule appointments to different vaccination centers, based on what is convenient for them.

Powering the healthcare ecosystem of the future with New Healthcare and Life Sciences Service Management Product

ServiceNow today introduced Healthcare and Life Sciences Service Management, a product designed to improve workflows across the front, middle and back office for healthcare and life science organizations, powering the healthcare ecosystem of the future and improving patient experiences. The new solution leverages the same underlying technology as ServiceNow's Vaccine Administration Management solution and will assist healthcare organizations as they transition to a new era of healthcare.

"We are experiencing a fundamental shift in healthcare, where patients expect more choice in how their care is managed and delivered," said Mike Luessi AVP & GM, Healthcare and Life Sciences Industry at ServiceNow.

"ServiceNow is applying its successful COVID-era innovations to a broader spectrum of healthcare scenarios with a

purpose-built healthcare and life sciences solution.”

Built on the Now Platform, the product will connect cross-functional health teams and streamline the initial touchpoints between patients and healthcare and life sciences organizations. The solution simplifies how people engage with providers, payers, pharmaceutical and medical device organizations. New capabilities include:

- A Healthcare data model: Supports interoperability of patient data and the flow of information, following FHIR standards.
- Healthcare Agent workspace: Provides a 360-degree view of the patient, empowering clinicians and contact center agents with the right information at the right time.
- Pre-built workflows for Healthcare: Removes the friction of processes based on paper and tribal knowledge, and the complexity of navigating healthcare systems, enhancing the care journey for clinicians, patients, members and administrators.

“As the healthcare paradigm shifts from in-person visits to virtual care, providers must create better end-to-end digital experiences for patients through a digital front door, where payers and providers can interact directly with individuals,” said Mutaz Shegawi, Research Director, Worldwide Provider IT Transformation Strategies at IDC Health Insights. “Organizations that provide solutions to help scale the digital front door will drive the future of healthcare.”

The new Healthcare and Life Sciences Management product complements ServiceNow’s existing clinician and staff onboarding and **EMR Help** capabilities, expanding support of healthcare organizations and patients across the globe.

Additionally, ServiceNow today separately announced new industry-specific **solutions for manufacturing** that will also benefit life sciences companies. The new solutions will connect people, processes, knowledge, and technologies on the Now Platform to make manufacturing operations more efficient and secure, while enhancing the employee experience.

Availability and additional information

New Vaccine Administration Management features are expected to be available in the ServiceNow Store on May 13.

Healthcare and Life Sciences Service Management is expected to be available in Q3 2021.

Use of Forward-Looking Statements:

This press release contains "forward-looking statements" about the expectations, beliefs, plans, and intentions relating to new capabilities and solutions. Such forward-looking statements include statements regarding expected



performance and benefits of such capabilities and solutions. 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, without limitation: (i) delays and unexpected difficulties and expenses in making available additional capabilities and solutions; (ii) uncertainty whether sales of such solutions will justify this investment; and (iii) changes in the regulatory landscape of the healthcare and life sciences industry. 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.

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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