



NEWS RELEASE

ServiceNow Introduces Core Business Suite With AI-powered Solutions to Quickly Transform Key Business Functions and Scale With Growing Companies

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ServiceNow Core Business Suite empowers organizations of all sizes by connecting employees, suppliers, systems, and data in one place

New Finance Case Management solution uses AI-driven workflows to automate case management requests, eliminating manual work across back-office teams

LAS VEGAS--(BUSINESS WIRE)-- **Knowledge 2025** – Today, at ServiceNow's annual customer and partner event, **Knowledge 2025, ServiceNow** (NYSE: NOW), the AI platform for business transformation, introduced its new Core Business Suite—an AI-powered solution that quickly transforms core business processes such as HR, procurement, finance, facilities, and legal. Available on the single, intelligent ServiceNow AI Platform, Core Business Suite connects employees, suppliers, systems, and data in one place, enabling efficiency and faster time to value for organizations of all sizes. Within Core Business Suite, ServiceNow also launched a new Finance Case Management solution, which uses AI-driven workflows to automate case management requests, eliminating manual work across back-office teams.

According to **IDC**, 67% of the projected \$227 billion AI spending in 2025 will come from enterprises embedding AI capabilities into their core business operations¹. ServiceNow brings together AI, data, and workflows on a single, powerful platform, allowing ServiceNow Core Business Suite to accelerate transformation across business operations, drive better outcomes, reduce costs, and improve service experiences.

"To succeed in an AI-first world, businesses need to connect critical workflows and empower teams across every function," said Josh Kahn, SVP and GM, Core Business Workflows, at ServiceNow. "Our new Core Business Suite, built on the ServiceNow AI Platform, delivers purpose-built case management solutions that unlock new levels of productivity by connecting teams and AI-powered workflows to eliminate silos, help employees and managers work smarter, and accelerate time to value faster than ever before."

Simplifying the work experience for every team

ServiceNow Core Business Suite brings together proven capabilities across business functions into one unified experience, representing a new way to scale enterprise-grade intelligence, efficiency, and productivity to mid-sized and commercial customers. It provides a single-entry point where employees can resolve everyday workplace needs—whether it's requesting workplace accommodation, seeking help with a procurement request, or submitting a compliance concern—without navigating multiple systems. By seamlessly connecting employees, suppliers, systems, and data from both inside and outside the ServiceNow AI Platform, the suite eliminates silos and unifies requests and processes across HR, procurement, finance, facilities, and legal.

Built for speed and simplicity, Core Business Suite is optimized for fast deployment—often in just weeks—with AI agents that assist with setup and automation from day one. This means faster time to value, lower cost to serve, and consistent experiences, even for smaller teams or companies without large IT departments. Employees gain quick, hassle-free access to critical information, powered by AI that's as smart as the data behind it. By tapping into rich contextual data across the enterprise, business experts can swiftly resolve cases with complete context, while team leads gain visibility into performance metrics, enabling continuous improvement. The suite rapidly automates tasks, streamlines complex interactions, and accelerates productivity—delivering greater transparency and operational efficiency throughout the enterprise.

"At Siemens, we are witnessing firsthand how AI is revolutionizing our business operations. The results have been remarkable – enhancing both customer experiences and operational efficiency," said Matthias Egelhaaf, Head of Digital Solutions at Siemens Global Business Services (GBS). "ServiceNow's platform has been instrumental in streamlining high-volume processes of invoices, orders, and payslips across the world. This automation empowers our teams to focus on strategic, value-adding activities. By integrating AI capabilities, we will further elevate our service quality and drive even higher levels of customer satisfaction."

Transforming finance with ServiceNow Finance Case Management

As part of the launch of Core Business Suite, ServiceNow introduced Finance Case Management, a new solution built specifically for finance departments to manage their day-to-day work and requests. While traditional finance

tools focus on recording transactions, ServiceNow Finance Case Management addresses the unstructured work that leads to inefficiency—such as creating a new cost center, checking the status of a vendor invoice, or escalating a payroll issue—bringing visibility, structure, and automation. Instead of navigating a maze of disconnected systems, employees now have a single, intuitive interface to initiate, act on, and track finance-related requests with AI agent assistance.

Core Business Suite marks the next step in ServiceNow's mission to simplify work across the enterprise—streamlining HR, finance, procurement, legal, and workplace operations, eliminating silos, and transforming how employees get things done. By automating requests and connecting workflows across departments, it delivers faster outcomes and better experiences for teams at every level.

Availability

ServiceNow Core Business Suite is now generally available to customers.

Additional information:

- Learn more about ServiceNow Knowledge 2025 [here](#).
- Learn more about Core Business Suite [here](#).

¹Worldwide Artificial Intelligence IT Spending Forecast, 2024-2028, By: Rick Villars, Oct 2024, IDC Doc# US52635424

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.

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