



NEWS RELEASE

ServiceNow Launches AI Control Tower, a Centralized Command Center to Govern, Manage, Secure, and Realize Value From Any AI Agent, Model, and Workflow

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AI Control Tower optimizes AI investments and ensures seamless, responsible integration into customers' enterprise strategies from a single unified platform

Newly released AI Agent Fabric delivers new levels of agent-to-agent and multi-model communication and collaboration

Accenture, Adobe, Box, Cisco, Google Cloud, IBM, Jit, Microsoft, Moonhub, RADCOM, UKG, and Zoom plan to offer first AI Agent Fabric integrations for seamless workflows

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, launched the new **AI Control Tower**, a centralized command center to govern, manage, secure, and realize value from any ServiceNow and third-party AI agent, model, and workflow on a single unified platform. AI Control Tower optimizes AI investments and ensures seamless, responsible integration into customers' enterprise strategies. In addition to AI Control Tower, ServiceNow also introduced AI Agent Fabric, a solution that delivers new levels of agent-to-agent and multi-model communication and collaboration. ServiceNow partners, including Accenture, Adobe, Box, Cisco, Google Cloud, IBM, Jit, Microsoft, Moonhub, RADCOM, UKG, and Zoom, are among those to be offering the first AI Agent Fabric integrations for seamless, wall to wall enterprise workflows across third-party agents.

According to Gartner®, “By 2028, enterprises using AI governance platforms will achieve 30% higher customer trust ratings and 25% better regulatory compliance scores than their competitors,” signaling an increased benefit to AI orchestration at the enterprise level. ServiceNow AI Control Tower is AI management at unprecedented scale – allowing customers to see all their AI agents in action, understand what they’re working on, govern and track their impact, mitigate risk, keep them secure, and assign human managers to oversee their work. With the addition of AI Agent Fabric, organizations can seamlessly connect AI agents, orchestrators, and enterprise applications – built by ServiceNow or third-parties.

“As AI agents proliferate across enterprises, coordinating their work becomes as critical and complex as leading human employees, and companies need new tools to direct this new digital workforce,” said Amit Zavery, president, chief product officer, and chief operating officer at ServiceNow. “With AI Control Tower, businesses can oversee AI workforces in the same way the human workforce is managed, ensuring each agent is aligned, coordinated, optimized, and delivering impact at scale. Only ServiceNow unites powerful workflows, industry-leading governance, and seamless orchestration with agentic AI excellence, enabling customers to scale AI and drive real, measurable outcomes.”

AI Control Tower maximizes ROI on AI investments

Embedded across all workflows in the **ServiceNow AI Platform**, and building on the recently announced **AI Agent Orchestrator**, the **AI Control Tower** centralizes strategy, governance, performance, and management across the entire AI ecosystem while driving enterprise-grade compliance and accountability. With the AI Control Tower customers achieve:

- Enterprise-wide AI visibility: Monitor and manage every AI agent, model, and workflow—native or third-party—in one place, applying consistent policies across the enterprise.
- Embedded compliance and AI governance: Proactively manage risk, including security and privacy, and monitor compliance across the AI lifecycle with comprehensive, integrated governance, risk, and compliance (GRC) capabilities.
- End-to-end lifecycle management of agentic operations: From ideation to deployment to optimization, AI Control Tower enables contextual decision-making and helps enforce guardrails across the enterprise.
- Real-time reporting: Dynamic dashboards provide operational insight and validate AI performance against key business outcomes like productivity and revenue impact so AI agents can then take action on it.
- Improved alignment between AI and business strategy: AI Control Tower helps customers better match their AI initiatives with overall enterprise business and tech goals, making sure they deliver real value.

“With AI solutions and services expected to generate a global cumulative impact of \$22.3 trillion by 2030, the volume of AI assets organizations must manage will be unprecedented,” said Ritu Jyoti, group vice

president/general manager for Worldwide AI and Data Market Research and Advisory Services at IDC. “The organizations that will see the greatest return on their AI investments will be those that utilize a centralized solution to govern, manage, and track their evolving agentic AI landscape, fostering trust and reinforcing the reliability and dependability of AI systems.”

Expanding orchestration with AI Agent Fabric

ServiceNow also debuted **AI Agent Fabric**, which acts as the communication backbone for entire AI ecosystems — enabling native collaboration between agentic systems. Unlike traditional AI solutions, AI Agent Fabric supports AI agent-to-AI agent, AI agent-to-tool, or even agentic system-to-agentic system, all using common protocols like Model Context Protocol (MCP) and Agent2Agent protocol (A2A). This allows both ServiceNow and third-party AI agents, tools, and systems to dynamically exchange information, coordinate tasks, and take action in real time.

With AI Agent Fabric, ServiceNow’s thousands of AI agents can work side-by-side with third-party agents to share context, coordinate actions, and drive outcomes, operating as part of a coordinated, intelligent system. Together with customers’ own domain-specific agents created through **ServiceNow AI Agent Studio**, plus current and future AI Agent Fabric integrations from Accenture, Adobe, Box, Cisco, Google Cloud, IBM, Jit, Microsoft, Moonhub, RADCOM, UKG, and Zoom, organizations can unlock new levels of collaboration and enable AI systems to work together for AI-powered workflow optimization across a broad range of platforms and services. These new integrations expand on the **ServiceNow Marketplace**, where ServiceNow’s industry-leading partner ecosystem can contribute to the thousands of AI agents already available from ServiceNow by building their own on the ServiceNow AI Platform.

AI Agent Fabric complements the recently announced ServiceNow **Workflow Data Fabric**, a breakthrough integrated data layer that allows customers to connect, understand, and act on structured, semi-structured, unstructured, and streaming data across the enterprise, inside and outside of ServiceNow. By offering both Workflow Data Fabric and AI Agent Fabric, ServiceNow further completes its vision of bringing AI, data, and workflows together for customers to help them supercharge their entire business with intelligently orchestrated agentic AI.

What our customers and partners are saying:

Box

“As AI reshapes every corner of the enterprise, the future will belong to platforms that turn intelligence into real action,” said Yashodha Bhavnani, VP of Product Management, AI Products at Box. “Together with ServiceNow, we’re reimagining the future of knowledge management as a catalyst for intelligent, agile enterprises. By embedding Box

AI into ServiceNow's advanced agentic workflows, we can transform how work gets done. From intelligent content management and analysis to templated document generation, our partnership will help businesses move faster and smarter."

Cisco

"AI will have a profound and positive impact in every industry, but it also introduces new safety and security risks. The best defense the cybersecurity industry will have in this dynamic threat landscape will combine artificial and human intelligence," said Jeetu Patel, EVP and Chief Product Officer at Cisco. "The integration of Cisco AI Defense with ServiceNow's AI Platform is a perfect example of how powerful AI-powered insights can be combined with simplified workflows to ensure security teams can quickly turn threat detection into action. We look forward to further collaboration with ServiceNow to ensure AI Control Tower can be an incredible asset for our customers."

Google Cloud

"To unlock maximum business value, AI agents must operate seamlessly across diverse applications, data, and clouds," said Rao Surapaneni, VP, General Management, Business Applications Platform at Google Cloud. "Our collaboration with ServiceNow empowers customers to unify AI agents across their entire IT estates, speeding up business decisions with tools like ServiceNow's new AI Agent Fabric."

IBM

"The true potential of agents hinges on their ability to work across companies' diverse technology estates, powered by all their existing applications and their own data," said Ritika Gunnar, General Manager, Data and AI, IBM. "IBM and ServiceNow are both focused on piloting a bold new approach to interoperability—one that empowers organizations to deploy their AI agents across their full enterprise stack with unprecedented ease."

Microsoft

"Through our work with ServiceNow as both a partner and customer, we are uplevelling our employee experiences by streamlining workflows and enhancing efficiencies through AI agents," said Ulrich Homann, corporate vice president at Microsoft. "As we enter a new era of agentic AI, we look forward to harnessing ServiceNow's AI Control Tower and AI Agent Fabric to deliver a new level of governance and orchestration for our AI agents so we can better push the boundaries and scale across several platforms for our customers."

Thrive

“With ServiceNow's agentic AI solutions, Thrive has shifted our engineering resources closer to the customer, notably improving efficiency and providing improved resolution,” said Michael Gray, chief technology officer at Thrive. “The approach of AI automation and reskilling over the past six months has increased efficiency by routing over 315,000 tasks via automated workflows, which realized 21,000 hours of manual time saved in coding and directing of tasks. We look forward to seeing what else we can accomplish with ServiceNow's new AI Control Tower and AI Agent Fabric.”

UKG

“Co-innovation between UKG and ServiceNow will deliver a productivity boost to our mutual customers by enabling cross-system agent orchestration supercharged by the collective intelligence of our two companies,” said Suresh Vittal, Chief Product Officer at UKG. “We believe that together, we can create transformative experiences, like helping employees self-service 80% of their most requested HR tickets, to help everyone spend more time focused on the most important and rewarding aspects of their job.”

Availability

The ServiceNow AI Control Tower is now generally available. AI Agent Fabric is now available to early adopters and will be generally available in Q3 2025.

Additional information:

- Learn more about the new ServiceNow **AI Control Tower**.
- Learn more about ServiceNow **Knowledge 2025**.

*Gartner, **Top Strategic Technology Trends for 2025: AI Governance Platforms**, 21 October 2024

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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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