

ServiceNow Named a Leader in Digital Process Automation

2021-12-15

ServiceNow recognized for its vision, strategy, and planned enhancements

SANTA CLARA, Calif. – December 15, 2021 – **ServiceNow** (NYSE: NOW), the leading digital workflow company that makes work, work better for people, has been named a Leader in the Forrester Wave™: Digital Process Automation (DPA), Q4 2021. ServiceNow attributes this recognition to its **Creator Workflows**, which offers a dedicated digital process automation platform for customers looking to drive innovation at speed using low-code.

According to the report, “Low-code vendors have recognized the importance of process automation as critical functionality and ServiceNow is among the leaders in addressing it... ServiceNow shines in areas that are critical to low-code development platforms like all aspects of user experience development tools, integration and security, and also has strong AI capabilities.”

“In today's business climate, organizations need to be able to transform fast. And in order to do so, they need agile ways to serve people and help work flow better,” said Josh Kahn, SVP of Creator Workflow Products at ServiceNow. “With our low-code solution and process automation capabilities, ServiceNow's Creator Workflows offers a modern approach to digital process automation to capitalize on the opportunity organizations have today.”

Built on the Now Platform, ServiceNow Creator Workflows incorporates low-code, integration, and robotic process automation (RPA) to enable customers to:

- Automate mission-critical processes with ease
- Empower process developers to automate fast

- Drive efficiency through automation of mundane work and integration of key systems

In October of this year, ServiceNow **announced a strategic partnership with Celonis** to help customers more deeply understand how work moves across the enterprise and apply those insights to accelerate digital innovation and help predict how to make work better. This investment and partnership will continue to enhance ServiceNow's process optimization capabilities, which in turn will accelerate its customer's digital transformation efforts.

Additional Information:

- For more information on ServiceNow's Creator Workflows solutions, visit:
<https://www.servicenow.com/workflows/creator-workflows.html>
- A complimentary copy of the Forrester DPA Wave report is available **here**.

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**.

© 2021 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Media Contact:

Jacqueline Velasco
408-561-1937
press@servicenow.com