



NEWS RELEASE

ServiceNow Named a Leader in the 2021 Gartner® Magic Quadrant™ for IT Service Management Tools for Eighth Consecutive Year

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ServiceNow positioned once again as a Magic Quadrant Leader for its ability to execute and completeness of vision

SANTA CLARA, Calif. – September 8, 2021 – ServiceNow (NYSE: NOW), the leading digital workflow company that makes work, work better for people, has been named a Leader in the 2021 Gartner Magic Quadrant for IT Service Management (ITSM) Tools and is in the highest position for vision and ability to execute. This is the eighth consecutive year that ServiceNow has been recognized as a leader, garnering industry notability for its **ITSM solution** and digital workflows supported by its native IT Operations Management (ITOM) and AI capabilities.

ServiceNow ITSM enables thousands of organizations worldwide to future-proof their IT processes for a new world of work with one data model, one architecture, and one platform. Leveraging the power of the Now Platform, ServiceNow's customers can revolutionize IT to make smarter decisions, enable fast incident resolutions and improve the lives of their employees, as well as:

- Deliver resilient IT services on a single cloud platform
- Boost IT Agent productivity with fast, platform-native AI
- Serve employees anywhere with always-on IT services

According to Gartner, “IT service management tools are vital for infrastructure and operations organizations to deliver business value in the services they provide.”¹

"Our native AI and ML intellectual property, including process mining, and in-house expertise has set-up ServiceNow to be a true ITSM visionary, delivering massive amounts of innovation to help our customers transform IT processes for new ways of working," said Matt Schwimmer, SVP of Product and Service Management at ServiceNow. "We believe this recognition by Gartner validates ServiceNow's investments to be the clear leader in ITSM and define the future of the market."

For more information on ServiceNow ITSM, visit: <https://www.servicenow.com/products/itsm.html>

The Gartner Magic Quadrant for IT Service Management Tools is available here:

<https://www.servicenow.com/lpayr/gartner-mq-itsm.html>.

¹ Gartner, Inc., "Magic Quadrant for IT Service Management Tools," Rich Doheny, Keith Andes, Chris Matchett, August 30, 2021. Previous titles included "Magic Quadrant for IT Service Support Management Tools".

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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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