

ServiceNow Named a Leader in the 2023 Gartner[®] Magic Quadrant[™] for Enterprise Low-Code Application Platforms for Fourth Consecutive Year

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ServiceNow is recognized again as a Leader in this Magic Quadrant report for its Ability to Execute and Completeness of Vision

SANTA CLARA, Calif. — Oct. 23, 2023 — **ServiceNow** (NYSE: NOW), the leading digital workflow company making the world work better for everyone, has been named a Leader in the 2023 Gartner Magic Quadrant for Enterprise Low-Code Application Platforms. This is the fourth consecutive year ServiceNow has been positioned as a Leader for its Ability to Execute and Completeness of Vision from the evaluation of the ServiceNow **platform** and low-code solution, **App Engine**. ServiceNow attributes this recognition to its strong focus on generative AI advancements, custom enterprise application development capabilities, and continued investment in industry-specific solutions.

"Gartner defines low-code application platforms (LCAPs) as application platforms that are used to rapidly develop and run custom applications by abstracting and minimizing the use of programming languages." According to Gartner, "LCAPs are the foundation for a wide range of application types, application components, and process automation."

"We're at the intersection of technology, people, AI, and automation. With a growing number of products and services built by those who are not IT professionals, low-code development has become vital to accelerating digital transformation," said Josh Kahn, senior vice president & general manager of Creator and Finance & Supply Chain Workflow products at ServiceNow. "As the intelligent end-to-end platform for digital transformation, ServiceNow brings low-code and AI together to empower our customers to grow and govern low-code app development,

automate processes, and build business critical workflows at scale across any industry. We believe this recognition from Gartner continues to validate ServiceNow's position in low-code as we help accelerate digital transformation."

ServiceNow **Creator Workflows**, built on the **Now Platform**, equips creators of any skill level with the low-code and AI tools needed to create and deploy workflow applications at scale. The offerings on the Now Platform, including recently released generative AI-enabled Now Assist for Creator, can turn employees into app developers with guidance-driven development flows, easy-to-adapt templates, and text-to-code capabilities.

With App Engine, employees can create low-code workflow apps fast and at scale with out-of-the-box experiences, components, and rich templates to quickly unlock more developer capacity across the company. Because App Engine is built on the Now Platform, they can easily access core capabilities such as self-service, workflows, mobile, chatbots, machine learning, analytics, reporting, and more.

Other key solutions within ServiceNow Creator Workflows include:

- Now Assist for Creator: Helps developers of all levels convert natural language text into high-quality code suggestions, and in some cases complete code using generative AI powered text-to-code.
- Integration Hub: Quickly connects workflows to critical business systems and simplifies cross-enterprise automation through API integration.
- Automation Engine: Automates and connects modern or legacy systems across the enterprise to ServiceNow leveraging Integration Hub, robotic process automation (RPA), and Intelligent Document Processing.

Additional Information

- The 2023 Gartner Magic Quadrant for Enterprise Low-Code Application Platforms is available [here](#).
- Read thoughts from Jithin Bhasker, General Manager and Vice President of App Engine, [here](#).
- Find more information on ServiceNow's Creator Workflows [here](#).

Gartner, Magic Quadrant for Enterprise Low-Code Application Platforms, Oleksandr Matvitskyy, Kimihiko Iijima, Mike West, Kyle Davis, Akash Jain, Paul Vincent, October 17, 2023.

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About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloudbased platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit: www.servicenow.com.

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