NEWS RELEASE

ServiceNow Receives C5 Attestation

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Munich, March 26, 2020 - ServiceNow (NYSE: NOW), the leading digital workflow company making work, work better for people, announced today that it received a **Cloud Computing Compliance Criteria Catalog (C5)** attestation. C5 is an attestation scheme introduced in by the German Federal Office for Information Security (BSI) to help organizations demonstrate operational security against common cyber-attacks within the context of the German Government's "**Security Recommendations for Cloud Providers**". It comprises the most important security requirements for cloud service providers. The C5 attestation can be used by ServiceNow customers and their compliance advisors to understand the range of IT-Security assurance services that ServiceNow offers as they digitize workflows.

"Organizations in every industry must digitally transform their businesses in order to drive fierce customer loyalty and powerful employee engagement and protecting the security and privacy of digital assets is crucial to enabling that transformation," said Detlef Krause, Area Vice President and General Manager Germany at ServiceNow. "The BSI C5 attestation helps our customers evaluate how legal regulations, their own policies or the threat environment relate to their use of ServiceNow's platform so they can more quickly embrace digital transformation."

The criteria brought together by the BSI in C5 include the relevant regulations of the Cloud Security Alliance (CSA), the American Institute of Certified Public Accountants (AICPA) – both organizations based in the US – and the French Agence Nationale de la Sécurité des Systèmes d'Information (ANSSI), along with the international standard ISO/IEC 27001. The BSI C5 is one of the most comprehensive compliance criteria catalogues in the cloud services market today, covering the most relevant areas of the cloud environment such as Access Control, Change Management, Asset Management, Business Continuity, Monitoring and Logging, Backup & Restore or Supplier Management and more.

“In context of the German Online Access Act (Onlinezugangsgesetz) it is our target to offer our citizens an excellent service and to drive forward the digitization of our own processes at the same time. This involves much more than just making forms available online. The city of Hanau wants to create a truly digital administration in which as many processes as possible run digitally”, said Thomas Grziwa, Head of IT – City of Hanau. “We are really excited that ServiceNow has received the BSI C5 attestation. We are dependent on reliable and transparent partners. Partners who are clearly committed when it comes to information security and who can meet the special challenges that a regulated area such as public administration brings with it.”

"Security, compliance and data privacy are still one of the biggest challenges to cloud adoption in Germany. 65% of German organizations cite regulatory compliance as a pressing multicloud priority. With its C5 attestation, ServiceNow re-assures customers that going to the cloud is safe", says Carla Arend, Lead analyst European Cloud Research, IDC.

Together with the BSI C5 attestation, ServiceNow’s two data centers in Germany meet standards required by public authorities whose information stocks are strictly regulated. ServiceNow’s two **German data centers** with Advanced High Availability architecture went live in 2018.

More information on ServiceNow’s initiative to protect its Now platform and the data it contains can be found in this **e-book** and on the **ServiceNow Trust** page.

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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