

ServiceNow Sets New Standard for Fully Autonomous IT, Envisioning a Zero Downtime, Zero Outage Future With Agentic AI

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AI-powered autonomy shifts IT from support to strategy – fueling business growth and transformation

New Operational Technology (OT) and Digital Employee Experience (DEX) capabilities deliver resilience by resolving issues before they disrupt work or operations

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, set a new standard for fully autonomous IT powered by agentic AI and built on the ServiceNow AI Platform. This marks a turning point in enterprise technology, where AI-powered autonomy becomes foundational – shifting IT from a reactive support function into a strategic driver of growth, resilience, and transformation. With agentic AI embedded throughout the IT ecosystem, ServiceNow is driving a future of zero outages, zero downtime, and zero service desk incidents. The company also announced new Operational Technology (OT) and Digital End-User Experience (DEX) capabilities that enhance enterprise resilience by resolving issues before they disrupt work.

The rapid evolution of the IT market, technological advancements, and shifting customer demands are driving the need for technology that anticipates a business's needs. According to IDC, by late 2026, 65% of organizations will leverage AI to bring immediate employee and business value with AI-driven technology assistants, advisors, and agents enabling improved decisions. AI agents continuously learn, reason, and act to keep systems running smoothly with less human intervention, allowing IT teams to shift their focus to innovation and strategy. This marks a fundamental shift – from reactive operations to a new era of intelligent, autonomous IT.

“At ServiceNow, we’re not just keeping pace with the future of IT—we’re defining it,” said Pablo Stern, executive vice president and general manager of Technology Workflows at ServiceNow. “By combining powerful AI agents with our proven enterprise workflow capabilities – all on our trusted AI platform – we’re redefining what’s possible. IT becomes truly autonomous: able to reason, take action, and drive outcomes. This is the new standard for autonomous IT – tailored to your organization, on your terms.”

From automation to autonomy, with complete control

AI agents are the key to unlocking new business value. To meet the moment, ServiceNow is adding to its thousands of AI agents already available and launching new AI agents across IT Service Management (ITSM), IT Operations Management (ITOM), IT Asset Management (ITAM), Strategic Portfolio Management (SPM), Operational Technology (OT), and Data Foundation. These agents leverage real-time data from across the enterprise – including third-party systems – to take intelligent, context aware autonomous action. The ServiceNow AI platform acts as a central system of action, enabling these agents to execute with intelligence, precision, and trust, for example:

- In ITSM, AI agents reduce time-intensive, repetitive tasks and enhance operations with real-time communication during major incidents.
- In ITOM, new AI agents autonomously handle critical tasks like alert triage and root cause analysis, pulling real-time data from both ServiceNow and third-party systems to address issues instantly.
- In ITAM, AI agents streamline the procurement process by autonomously procuring software and hardware, ensuring seamless asset acquisition and compliance.
- In SPM, AI Agents help managers keep track of their project execution, alerting them of any critical tasks that are off track.

Through the power of AI agents, companies can now anticipate challenges and resolve them before they escalate, instead of reacting to issues after they arise. Whether it’s streamlining IT service management, optimizing IT operations, or managing assets and data, these agents identify and address problems autonomously – always fully controlled and governed.

Proactive solutions for a smarter workforce

Autonomous IT goes beyond infrastructure—it extends to the people and processes that keep the business moving. From employees at their desks to operators on the shop floor, ServiceNow embeds AI agents where work happens.

In the digital workplace, new proactive remediation capabilities in ServiceNow’s Digital End-User Experience (DEX) helps resolve issues before they’re reported, reducing downtime and easing the load on service teams. AI agents integrated across self-service and support channels help employees troubleshoot independently, while the

ServiceNow AI Platform continues to learn and expand its knowledge based on real-time context.

Autonomous IT also drives smarter IT-OT convergence – bringing intelligence, visibility, and control to industrial operations. By applying IT best practices to OT, ServiceNow delivers end-to-end visibility across assets, processes, and threats. New capabilities like OT Health and the Mission Secure connector improve control over digital and physical infrastructure, helping prevent disruptions across industries like manufacturing and energy through intelligent, predictive operations.

A platform built for autonomous IT

ServiceNow's decades of workflow expertise have culminated in a new era of AI and automation innovation. The ServiceNow AI Platform – integrating third-party data, intelligent agents, and dynamic workflows – provides a single system of action that orchestrates across the business. With AI Control Tower and Workflow Data Fabric, organizations gain centralized oversight and seamless flow of intelligence across departments. This eliminates silos, strengthens decision-making, and accelerates automation across every corner of the enterprise. Whether resolving incidents, managing assets, preventing threats, or streamlining compliance, the ServiceNow AI Platform enables organizations to operate with greater speed, resilience, and autonomy, redefining the role of IT as a driver of transformation and growth.

USI

"Autonomous IT is making it easier for our employees to get the information they need quickly and accurately when they contact our service desk," said Tim Porreca, CVP & CTO at USI Insurance Services. "This helps them return to selling and servicing insurance. Additionally, it allows our agents to grow within the company, take on more significant projects, and seize new opportunities that they may not have had before."

Availability

All capabilities are available today.

Additional information:

Learn more about ServiceNow **Knowledge 2025**.

Learn how ServiceNow is driving innovation across security and autonomous IT at **Knowledge 2025**.

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.

Forward Looking Statements

This press release contains “forward looking statements” about the expectations, beliefs, plans, and intentions relating to ServiceNow’s AI agent innovations. Such statements include statements regarding future product capabilities and offerings and expected benefits to ServiceNow. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, ServiceNow’s results could differ materially from the results expressed or implied by the forward-looking statements made. ServiceNow undertakes no obligation, and does not intend, to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include: (i) delays and unexpected difficulties and expenses in executing the product capabilities and offerings, (ii) changes in the regulatory landscape related to AI and (iii) uncertainty as to whether sales will justify the investments in the product capabilities and offerings. Further information on factors that could affect ServiceNow’s financial and other results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.

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