



NEWS RELEASE

ServiceNow Unveils the New ServiceNow AI Platform to Put Any AI, Any Agent, Any Model to Work Across the Enterprise

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Built for the agentic and open era, the reimagined platform unifies intelligence, data, and orchestration across the business

New innovations across the ServiceNow AI Platform and deeper integrations with partners like Microsoft, NVIDIA, Google, and Oracle fuel enterprise-wide orchestration

Global leaders including Adobe, Aptiv, the NHL, Visa, and Wells Fargo use ServiceNow AI to drive measurable outcomes

LAS VEGAS--(BUSINESS WIRE)-- **Knowledge 2025** – Today, **ServiceNow** (NYSE: NOW) opened its blockbuster annual customer and partner event, **Knowledge 2025**, by unveiling the new ServiceNow AI Platform to put any AI, any agent, any model to work across the enterprise. This next chapter introduces new innovations across the platform, along with deeper integrations with strategic partners like NVIDIA, Microsoft, Google, and Oracle to accelerate enterprise-wide orchestration. Global leaders including Adobe, Aptiv, the NHL, Visa, and Wells Fargo are already using ServiceNow AI to drive measurable outcomes.

Across every industry, leaders are grappling with complexity—siloeed systems, inconsistent data, lack of AI strategy, and growing pressure to do more with less. AI innovation helps leaders change how their businesses run, driving resiliency, efficiency, and cost optimization, while eliminating tech debt and unpredictability. However, to be successful, a clear vision and commitment to embracing agentic AI with a future-ready platform is needed.

For first movers, AI agents are already delivering results, driving productivity increases across every aspect of business. The financial upside is real: 55% of organizations using agentic AI have improved their gross margins, compared to just 22% of those not considering it, according to the ServiceNow Enterprise AI Maturity Index.¹ With more than 20 years of automation experience and tangible outcomes from tackling the most complex enterprise workflow challenges, the ServiceNow AI Platform is a game-changer for companies putting AI to work for people.

“ServiceNow is igniting a new era of enterprise transformation with the ServiceNow AI Platform. We’re unleashing the full power of AI, across any industry, any agent, any workflow,” said Bill McDermott, chairman and CEO of ServiceNow. “For decades, CEOs have wanted technology to accelerate the speed of business transformation. With this next generation architecture, we finally have the foundation to run the integrated enterprise in real time. We are the only ones who can orchestrate AI, data, and workflows on a single platform. Now is the moment to unlock tomorrow’s opportunities with ServiceNow as the AI operating system of the 21st century.”

The world’s most forward-thinking organizations are already putting ServiceNow’s agentic AI to work—transforming how they operate, innovate, and deliver.

- Adobe is driving innovation and growth with ServiceNow Agentic AI to accelerate automation across IT and workplace services. By deploying AI agents for high-volume requests like password resets and certificate management, Adobe is reducing ticket volumes, cutting resolution times, and improving employee productivity, and plans to layer on Workflow Data Fabric and RaptorDB to process their data with even more speed at scale.
- Aptiv and ServiceNow are driving intelligent automation and operational resilience for mission critical industries. The companies’ recently announced partnership combines the strength of the ServiceNow AI Platform with Aptiv’s edge intelligence to enhance automation and efficiency.
- NHL: The NHL is going all in on ServiceNow AI to streamline operations, making it easier for employees to solve issues quickly and helping arena technicians enhance game day experiences, ultimately delighting millions of fans.
- Wells Fargo launched ServiceNow AI with RaptorDB to automate complex workflows and process data sets in real-time, fueling AI-driven decision-making across the enterprise.
- Visa plans to implement the ServiceNow Disputes Management, a dispute resolution system built by ServiceNow with Visa, that includes AI agent-based capabilities on the ServiceNow Platform. Following the success of this product launch, Visa plans to use ServiceNow’s AI technology to provide its own managed dispute services.

The reimagined ServiceNow AI Platform unifies intelligence, data, and orchestration —empowering enterprises to move from fragmented pilots to full-scale AI execution, through a smart, conversational AI Engagement Layer. The AI Engagement Layer enables customers to complete complex tasks across systems by leveraging ServiceNow’s

Knowledge Graph, Workflow Data Fabric, and AI Agent Fabric—each connecting seamlessly across enterprise data systems and agentic frameworks. This milestone kicks off a wave of new innovations across the platform and ecosystem, including expanded partnerships, thousands of ready-to-work AI agents, and the debut of the ServiceNow AI Control Tower. Alongside the ServiceNow AI Platform, ServiceNow is introducing these powerful new capabilities to extend the value of AI across the enterprise. New solutions and partnerships include:

- **AI Control Tower:** A centralized command center to govern, manage, secure, and realize value from any ServiceNow and third-party AI agent, model, and workflow on a unified platform. AI Control Tower enables seamless collaboration, robust oversight, and enterprise-wide automation at scale.
- **AI Agent Fabric:** A communication backbone for enterprise AI ecosystems that allows AI agents to work together across tools, teams, and vendors. AI Agent Fabric enables seamless coordination with partners like Microsoft, NVIDIA, Google, Oracle, and more. Whether built by ServiceNow, partners, or internal teams, through AI Agent Fabric, agents and orchestrators share context, coordinate tasks, and drive outcomes across the enterprise ecosystem.
- **Next-generation CRM:** An enhanced, AI-powered offering that unifies selling, fulfillment, and service on one platform—enabling businesses to move from reactive support to proactive engagement across the entire customer lifecycle. From configure/price/quote to order fulfillment, customer service, and renewal, ServiceNow is transforming CRM for modern business.
- **Apriel Nemotron 15B:** A new reasoning LLM and data flywheel integration built by ServiceNow in partnership with NVIDIA to drive scalable, intelligent agentic AI. The new world-class reasoning model is designed for performance, cost, and scale, enabling high accuracy, lower latency, lower inference costs, and faster agentic AI for every business.

Additionally, the launch of **ServiceNow University** provides organizations an innovative learner experience to not only unleash human potential, but fuel business transformation.

Knowledge 2025 runs from May 6 through May 8; ServiceNow will make a series of additional announcements in support of its AI plus data plus workflows strategy.

Additional information:

Learn more about ServiceNow Knowledge 2025 [here](#).

¹ Enterprise AI Maturity Index 2025. ServiceNow and Oxford Economics, May 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**.

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