

ServiceNow Yokohama release empowers businesses to navigate complexity with enhanced automation, stronger governance, and seamless workflow intelligence

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From development to deployment, ServiceNow Studio accelerates app, AI agent, and workflow innovation

Supporting customer demand for ServiceNow CRM solutions, self service portals simplify order management for consumers

Service Observability simplifies enterprise-wide workflow management with AI-driven automation

SANTA CLARA, Calif.— March 12, 2025 — **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today unveiled the **Yokohama platform release**, advancing automation, governance, and workflow intelligence to help businesses navigate operational complexity. With this release, organizations can accelerate application development, improve workflow performance, and enhance customer experiences—all while maintaining the highest standards of governance and security. From ServiceNow Studio, which provides a unified workspace for rapid application development and governance, to enhanced self service portals which enable customers to conveniently configure and place orders, these innovations simplify complexity and drive efficiency. Service Observability also ensures business resilience through AI-driven insights so organizations can meet the growing demand for enterprise-wide visibility—all within a single, secure platform.

The 2024 Gartner® Digital Worker Survey found that over 60% of digital workers are streamlining work with basic automation and using analytics to build customized dashboards to support business decisions.* With the

Yokohama release, ServiceNow is reducing complexity and inefficiencies so businesses can strengthen decision making, improve experiences, and accelerate productivity.

"ServiceNow continues to redefine what's possible with AI-powered automation. By embedding intelligence into end-to-end workflows, we enable businesses to break down siloes, accelerate decision-making, and drive seamless operations at scale," said Jon Sigler, executive vice president of Platform and AI at ServiceNow. "With the Yokohama platform release, ServiceNow helps our customers take action—giving businesses the ability to move faster, innovate smarter, and scale seamlessly. The ServiceNow Platform unites people, processes, and data in a single system of action, transforming complexity into clarity and making business transformation readily achievable."

From no-code to AI agents, ServiceNow Studio simplifies enterprise automation

Speed and scale define modern business—but fragmented tools slow innovation, and siloed solutions lead to governance issues and workflow inconsistencies. The opportunity comes from building AI-powered, enterprise-grade solutions that connect teams, automate workflows, and establish security by design.

ServiceNow Studio is a unified, AI-powered environment that revolutionizes development on the ServiceNow Platform for no-code, low-code, and pro-code developers. With built-in support from Now Assist, ServiceNow Studio accelerates application development with intuitive, easy-to-use tools that enhance collaboration and streamline automation. Developers can work seamlessly across projects by managing all metadata in one place with cross-scope editing and confidently deploy changes with developer-friendly update set management. Expanding on ServiceNow's AI Agent innovations, it integrates with AI Agent Studio, enabling developers to design both apps and AI agents in one experience. Together, these capabilities automate reviews, approvals, and application changes all enabled by the seamless data integration of ServiceNow Workflow Data Fabric for fully governed, enterprise-wide data connectivity. By centralizing tools, best practices, and AI-driven workflows, ServiceNow Studio empowers businesses to scale automation, collaborate more effectively, and turn innovation into real impact.

Additionally, new GenAI-powered skills further help developers automate work to accelerate testing, optimization, and deployment. **RPA bot generation** allows companies to use natural language to create bots, democratizing development; **app summarization** adds AI-generated summaries to app descriptions to check for duplicate apps and evaluate for deployment; and **Automated Test Framework (ATF)** generation simplifies application testing with automated testing scenarios that improve quality, reliability, and performance. By continuing to release new skills that deeply embed AI directly into the development process, ServiceNow enables teams to build, test, and optimize applications with speed and intelligence.

Make sales cycles seamless with smarter ordering solutions



Traditional CRM systems have failed to deliver the flexibility and efficiency businesses need to drive real-time, seamless end-to-end experiences that meet modern customer expectations. Sales and support teams spend excessive time manually processing orders, responding to repetitive inquiries, and tracking customer issues—often leading to delays and dissatisfied customers.

ServiceNow Sales and Order Management (SOM) is addressing this challenge. Built on ServiceNow's AI Platform, SOM unifies the ability to configure, price, and quote with order management and fulfillment to accelerate sales cycles, streamline operations, and deliver seamless, proactive service.

Self service commerce portals make it even easier for companies to drive revenue by allowing customers to configure products, place orders, and track status instantly and at any time—without the need to engage sales or support teams at every step. By reducing friction in the purchasing process, businesses can decrease order abandonment, increase transaction volume, and capture revenue faster. With sales, fulfillment, and support functionality on a single platform, businesses can deliver exceptional, connected experiences while freeing up teams to focus on customer relationships.

Enhancing service operations with intelligent observability

Service Observability, part of **ServiceNow IT Operation Management (ITOM)**, gives organizations a single solution to manage and act on insights across their entire observability ecosystem. Many enterprises rely on dozens of monitoring and observability tools, creating complexity and blind spots. Service Observability brings together information from any source, using AI-driven insights to pinpoint root causes faster, quantify business impact, and resolve issues before they escalate.

With Service Observability, IT teams get a unified, AI-powered hub that integrates seamlessly with their existing solutions. AI-driven automated workflows allow organizations to reduce downtime, remove guesswork, and align service operations with business outcomes. Service Observability delivers real-time intelligence that helps organizations move from reactive troubleshooting to proactive problem-solving.

A platform that redefines work

With the Yokohama release, ServiceNow reinforces its leadership as the AI platform for business transformation—delivering scalable and intelligent automation and workflows that drive real business impact. By equipping businesses with tools to accelerate development, enhance observability, and streamline sales and order management, ServiceNow continues to lead in helping enterprises boost productivity and drive operational efficiency.

These innovations—along with ServiceNow's **additional advancements** in agentic AI announced today as part of the Yokohama release—help organizations achieve greater resilience in an increasingly dynamic world.

What our customers and partners are saying:

BESTSELLER

"ServiceNow Studio is seen as essential for BESTSELLER's automation plans: enhancing development for both technical and non-technical teams," said Michael Storgaard - ServiceNow Architect at BESTSELLER. "ServiceNow Studio's intuitive interface and all-in-one view streamline efficiency and simplify navigation. We're excited about both the new Studio & the agentic approach ServiceNow is taking. We are shifting to use them as fast as possible as these tools enable more employees to turn automation ideas into real solutions with minimal coding. ServiceNow has transformed many of our development challenges into innovations, supporting our commitment to enhance efficiency and productivity across our organization."

Serenity

"Serenity offers customers top-tier, AI-powered Environment, Health and Safety solutions built directly on ServiceNow, designed to boost efficiency, ensure compliance, and protect employee wellbeing and safety," says Carleen Carter, Principal ServiceNow Architect, Serenity. "ServiceNow Studio will further enhance our work by streamlining development for both custom applications and pre-built extensions."

Availability

- All features announced today are generally available and can be found in the **ServiceNow Store**.

Additional Information

- ServiceNow also **announced** significant agentic AI updates today as part of the Yokohama platform release.
- Read more about our AI agent innovation on **the ServiceNow blog**.

*Gartner, **2025 Strategic Roadmap for Digital Workplace Applications**, Christopher Trueman, Nikos Drakos, et al., 2 January 2025 (Accessible to Gartner subscribers only)

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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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