



NEWS RELEASE

ServiceNow and Aramco Digital sign collaboration agreement to enable AI-powered enterprise transformation at scale

2026-09-01

Riyadh, Saudi Arabia – September 1, 2026 : **ServiceNow** (NYSE: NOW), the AI control tower for business reinvention, and **Aramco Digital**, the technology subsidiary of Aramco, today announced the signing of a Collaboration Agreement to enable AI-powered workflows and accelerate enterprise transformation across the Aramco ecosystem.

Through this Collaboration Agreement, Aramco Digital will leverage ServiceNow as a foundational platform to standardize and govern digital workflows across a highly distributed network of affiliates, subsidiaries, and joint ventures operating in more than 50 countries. The initiative supports a more unified approach to reducing fragmentation, modernizing enterprise processes, and establishing a consistent AI-enabled foundation that can scale across the ecosystem.

ServiceNow runs more than 100 billion workflows annually across some of the world's largest enterprises — supporting Aramco Digital's vision to drive efficiency, strengthen governance, and enhance consistency across the ecosystem.

Four domains, one platform

The Agreement focuses on addressing key operational challenges associated with managing a large, geographically dispersed enterprise group across four interconnected domains:

- AI-powered workflows: Enabling intelligent automation across enterprise systems to improve operational

efficiency, reduce manual processes, and accelerate execution.

- Customer experience: Enhancing service management and customer engagement through unified, CRM-driven solutions that establish consistent service standards across entities.
- Group shared services: Standardizing core business functions to enable a unified service model, reduce duplication, and improve operational consistency across the group.
- Enterprise resource planning (ERP) modernization: Modernizing and optimizing legacy ERP environments to reduce technical debt, improve cost efficiency, and support scalable digital growth.

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About ServiceNow

ServiceNow (NYSE: NOW) is the AI control tower for business reinvention. The ServiceNow AI Platform integrates with any cloud, any model, and any data source to orchestrate how work flows across the enterprise. By unifying legacy systems, departmental tools, cloud applications, and AI agents, ServiceNow provides a single pane of glass that connects intelligence to execution across every corner of business. With more than 100 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous workflows that deliver measurable results. Learn how ServiceNow puts AI to work for people at www.servicenow.com.

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About Aramco Digital

Aramco Digital is a Saudi-based Industrial AI company focused on accelerating industrial digital transformation through advanced connectivity, digital platforms, cybersecurity, and AI-powered solutions. The company provides critical industries with secure, reliable, and scalable digital capabilities that enhance operational efficiency, resilience, and long-term value creation.

Through its integrated portfolio spanning Digital Connectivity, Digital Industrial Solutions, Digital Platforms, and Digital Business Services, Aramco Digital enables organizations to accelerate their transformation journeys and

unlock the full potential of Industrial AI.

Headquartered in Saudi Arabia, Aramco Digital supports the Kingdom's digital economy ambitions and contributes to Saudi Vision 2030 by developing future-ready digital ecosystems, building national capabilities, and advancing the adoption of transformative technologies across industries.

For more information, visit **www.aramcodigital.com** .

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