



NEWS RELEASE

ServiceNow and Deloitte Extend Strategic Alliance Agreement to Transform Employee Experiences for the Next Normal

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SANTA CLARA, Calif. – July 8, 2020 – **ServiceNow** (NYSE: NOW) and **Deloitte** announced today that the two organizations have extended their strategic alliance to help customers accelerate their HR Service Delivery (HRSD) efforts and provide employees with exceptional digital experiences, anywhere. Together, ServiceNow and Deloitte will conduct joint go-to-market activities to support ServiceNow's **HRSD solution** through global sales, enablement, and training activities. Leveraging its demonstrated track-record of success with ServiceNow and other Human Resource technology solutions, Deloitte will collaborate with ServiceNow to expand product features and functions which create business value at scale for joint customers.

The need for business functions to work together has never been more important. ServiceNow's HRSD solution complements Deloitte's market-leading **Human Capital** and **HR Transformation** consultancy offering to unlock enterprise productivity and streamline a unified, omnichannel employee experience to manage their work needs, access important resources and raise inquiries. By eliminating silos across the workplace and allowing engagement with HR, IT, Legal and Workplace Services in one place, the **Now Platform** reduces friction for a truly unified employee service experience, so employees can focus on the meaningful work they were hired to perform.

"We looked to ServiceNow and Deloitte to help simplify our global HR processes while accounting for country-specific localization requirements that would enable Citibank to digitally transform our HR operations," said Jeff Bienstock, Global Head of HR Technology, Citibank. "The joint expertise enabled us to offer easy access to information for employees and HR agents globally so we can continue to deliver world-class service with minimal disruption."



As many organizations shift from a “work from home” to a “work from anywhere” model, ServiceNow’s HRSD solution enables them to better manage inquiries across a remote workforce and ensure critical events like virtual onboarding, offboarding and transitions are seamless. Deloitte will use ServiceNow HRSD to deliver a world-class digital employee experience solution to help clients transform their HR Service Delivery Functions and enterprise-wide Employee Experiences.

“The Now Platform has become the industry standard for digital transformation, and our customers are embracing technology to help them create simple, unified digital experiences for employees, from anywhere,” said Blake McConnell, SVP of Employee Workflow Products at ServiceNow. “Our strategic alliance with Deloitte will help accelerate the ‘next normal’ workplace so employees can stay connected and productive while working from home. As an Employee Experience leader, ServiceNow can cut across multiple G&A functions, providing employees with seamless, integrated solutions that help to empower their safe return to the workplace.”

“In recent months we’ve seen the needs of HR technology and workforce experiences rapidly evolve as organizations adjust to a virtual workforce. This shift has underscored the importance of operating in a digital-first environment to improve productivity and the flow of work while minimizing disruption across internal functions,” said Michael Stephan, Principal, Deloitte Consulting LLP, Leader of Deloitte’s US Human Capital practice. “Today as we expand our collaboration with ServiceNow, we do so with the work and workforce in mind, bringing more HRSD solutions to market to provide integrated digital experiences and reduced silos and help our clients transition to the future.”

In 2019, **Deloitte and ServiceNow announced a strategic agreement** to accelerate organizations’ enterprise digital transformations. The companies jointly developed new products, assets and solutions built on the Now Platform to help joint clients deliver seamless digital experiences across the enterprise, improve workflows and enhance productivity. In January, **ServiceNow announced** that Deloitte is the strategic go to market partner for its Financial Services Banking solution where ServiceNow and Deloitte will transform the way banks operate.

Additional Resources:

- **Deloitte and ServiceNow Alliance**
- **Providing the Workforce with an Effective Digital Experience Anytime, Anywhere**

Use of Forward-Looking Statements

This release contains “forward-looking statements” about ServiceNow’s expectations, beliefs and plans. These statements reflect ServiceNow’s current beliefs and are based on current information available to ServiceNow as of the date hereof. ServiceNow undertakes no obligation, and does not intend, to update the forward-looking

statements provided to reflect events that occur or circumstances that exist after the date on which they were made. The forward-looking statements in this release are subject to various risks and uncertainties that could cause actual outcomes and results to differ materially from those expressed or implied in such forward-looking statements. Factors that may cause actual outcomes and results to differ materially from those in any forward-looking statements include, without limitation, (i) uncertainty whether sales of this **solution** will justify this strategy or these investments and (ii) unexpected delays, difficulties or expenses related to the joint go-to-market activities or expansion of features and functions. Further information on factors that could affect ServiceNow's actual outcomes and results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.

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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For more information:

ServiceNow PR

Kari Ramirez

(408) 607-1315

press@servicenow.com

Deloitte PR

Brianna Schrader

(310)745-9781

bschrader@deloitte.com