



NEWS RELEASE

ServiceNow and Microsoft extend partnership for highly regulated industries in France

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Now Platform on Microsoft Azure Regions in France will accelerate digital transformation for enterprise and government customers

Paris, France, October 13, 2020 — **ServiceNow (NYSE: NOW)** today announced the Now Platform and SaaS solutions will be available on Microsoft Azure Regions in France for highly regulated industries, starting in January 2021.

Government and highly regulated customers will be able to leverage ServiceNow on Azure to accelerate their digital transformation, while assisting French customer data residency needs.

“The pandemic is accelerating the move to the cloud for many French organizations in highly regulated markets, as they recognize the power and flexibility of cloud native SaaS solutions, like ServiceNow, in transforming their business. Together, ServiceNow and Microsoft will help our enterprise and government customers accelerate their digital transformation, creating great experiences and unlocking productivity. ServiceNow’s one architecture, one data model and born-in-the-cloud platform, hosted on Azure, will support French customer data residency needs and help enterprise and government customers gain the business agility and resilience needed to navigate the COVID economy,” said Bruno Buffenoir, ServiceNow’s Area Vice President, France.

“Our partnership with ServiceNow creates a great opportunity for French organizations in highly regulated markets to embrace digital transformation,” said Agnès Van de Walle, One Commercial Partner Director at Microsoft, France. “This powerful partnership provides compliance, security and agility. There’s never been a more important time to optimize the strength of this integration.”



ServiceNow's solutions help to better connect employees and customers with workflows. ServiceNow is enabling seamless delivery of critical digital services while assisting French customer's data hosting in territory, especially requested by government, healthcare and financial service organizations.

Today's announcement furthers the companies' **partnership announcement** from 2019 to accelerate digital transformation for joint customers.

Availability

ServiceNow hosted on Azure Regions in France and Singapore will be available in January 2021, followed by Azure Regions for the Australia Federal market and Azure Government for the U.S. Federal markets later in 2021.

Use of Forward-Looking Statements

This release contains "forward-looking statements" about the expectations, beliefs, plans, and intentions relating to our business in France and in highly regulated industries. Such forward-looking statements include statements regarding expected performance and benefits of our solutions. 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, our results could differ materially from the results expressed or implied by the forward-looking statements we make. We undertake no obligation, and do 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 hosting ServiceNow on Azure Regions or Azure Government; and (ii) changes in the regulatory landscape relevant to enterprises operating in highly regulated industries around the world. Further information on factors that could affect our financial and other results is included in the filings we make 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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