



NEWS RELEASE

ServiceNow and OpenAI accelerate enterprise AI, from models and operations to cybersecurity and agentic development

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New ServiceNow plugin lets customers complete governed and secure ServiceNow workflows through ChatGPT

OpenAI plans to make ServiceNow available across its workforce, while ServiceNow plans to make ChatGPT Work and Codex available to all employees

ServiceNow Super Intelligence Control Tower will use OpenAI voice models to facilitate more seamless user interactions for AI risk assessments

ServiceNow Security and Risk solutions to integrate OpenAI cybersecurity capabilities to help teams identify, triage, validate, and mitigate enterprise attack paths

ChatGPT integration will help developers build applications that inherit ServiceNow context and governance

SANTA CLARA, Calif.--(BUSINESS WIRE)-- **ServiceNow** (NYSE: NOW), the Super Intelligence Control Tower for business reinvention, today announced an expanded partnership with OpenAI to help enterprises move seamlessly from AI reasoning to governed action. The partnership deepens integrations with OpenAI models and provides capabilities for OpenAI agents to access ServiceNow workflows through ServiceNow Action Fabric. Teams can build applications, resolve IT requests, and respond to security issues with enterprise context, permissions, and approvals their organizations require.

The expanded partnership introduces a new ServiceNow plugin for ChatGPT. The companies are also collaborating

on Security and Risk solutions powered by OpenAI cyber models, a Codex integration in AI Workflow Factory, and voice-driven governance and risk assessment for ServiceNow's Super Intelligence Control Tower. Additionally, OpenAI is joining ServiceNow's **newly announced** Control Tower Alliance as one of the founding members, which is ServiceNow's ecosystem for AI, security, infrastructure, and governance leaders to help enterprises adopt trusted AI at scale.

OpenAI plans to use ServiceNow across its operations, bringing its workflows and platform capabilities to the work of running the company. ServiceNow plans to make ChatGPT Work and Codex available to employees and use OpenAI capabilities in its internal security work.

"When two industry-defining innovators come together, a new chapter of business reinvention begins," said **Bill McDermott, chairman and chief executive officer of ServiceNow**. "OpenAI is pioneering the frontier of artificial intelligence. ServiceNow is the Super Intelligence Control Tower that orchestrates, secures, and governs AI across the enterprise. Together, we are unlocking extraordinary value for our customers by turning world-class reasoning into trusted execution at global scale."

"AI becomes more useful when people can put it to work in the systems their businesses depend on," said **Greg Brockman, president and co-founder of OpenAI**. "By bringing our models together with ServiceNow's workflows and business context, we're helping teams build software, address security risks, and put AI to work across their organizations."

Take action in ServiceNow without leaving ChatGPT

The new ServiceNow plugin brings enterprise workflows directly into ChatGPT, allowing teams to move from asking a question to taking governed action in the same conversation. Powered by ServiceNow Action Fabric, the integration combines ChatGPT's reasoning with ServiceNow's enterprise context, business rules, and permissions. An IT agent can find similar incidents, assess change risk, and update applicable records, all without leaving ChatGPT. ServiceNow remains the system where those actions are executed and governed.

ServiceNow also plans to preview plugin extensions designed to bring richer, interactive experiences into ChatGPT. In a preview scenario, an on-call engineer could review linked alerts, recent changes, and affected services, then coordinate a response and update the incident record, closing the workflow loop without leaving ChatGPT.

Detect, validate, and remediate vulnerabilities in one loop

A codebase scan can surface 10,000 to 100,000 existing and synthetic cybersecurity vulnerabilities or more. The hardest part is knowing which of these vulnerabilities represent the clearest, imminent risks that require immediate

remediation. ServiceNow and OpenAI are collaborating to develop a joint security solution that combines OpenAI's cybersecurity capabilities with ServiceNow's asset, access, and enterprise context. The intended goal is to help teams identify, triage, validate, and mitigate attack paths across code, apps, workloads, networks, and identities.

The broader partnership is intended to accelerate ServiceNow's 'Shift Zero' strategy, enabling proactive and preventative security measures before a malicious actor uses an exploit. As part of our continued partnership expansion, ServiceNow recently joined OpenAI's **Trusted Access for Cyber** program to use OpenAI models to accelerate security for AI.

Build agentic apps with Codex; run on ServiceNow

The companies plan to integrate Codex with ServiceNow's AI Workflow Factory, helping developers build applications using ServiceNow's business context and platform capabilities. OpenAI models will also power Build Agent and Autonomous Engineer in AI Workflow Factory, helping customers move from disjointed legacy apps to modernized workflows on ServiceNow with greater efficiency and flexibility.

Use voice to simplify risk assessments

ServiceNow plans to preview a voice experience for its Super Intelligence Control Tower, powered by OpenAI voice models. For example, an enterprise risk professional describes their AI use case aloud, and the AI agent uses that information to populate assessment fields. The voice agent would pre-fill as many questionnaire fields as it can, ask follow-up questions where necessary information is missing or unclear, and automatically assign a risk rating based on the stated purpose. This would enable mutual customers to intuitively complete a task in seconds, saving critical time when governing AI agents at machine speed.

Availability

The ServiceNow MCP plugin is available in the OpenAI marketplace today, with enhanced capabilities expected to be available by end-of-2026. Voice capabilities in the Super Intelligence Control Tower are expected to be available in the first quarter of 2027. The OpenAI-powered security capabilities are expected to enter early access in January 2027, with general availability planned for Q2 2027. Codex in AI Workflow Factory is expected to be available in 2027.

About ServiceNow

ServiceNow (NYSE: NOW) is the Super Intelligence Control Tower for business reinvention. The ServiceNow platform integrates with any model, any cloud, and any data source to orchestrate, govern, and secure work across the

agentic enterprise. ServiceNow gives customers the enterprise context and control to build and scale confidently. With more than 100 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous work for IT, CRM, Security, Employee Experience, and more. Learn how ServiceNow puts AI to work for people at www.servicenow.com.

Forward-looking statements

This press release contains “forward-looking statements” about the expectations, beliefs, plans, and intentions relating to ServiceNow’s expanded partnership with OpenAI. 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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