



NEWS RELEASE

ServiceNow announces plans to launch UAE Cloud, hosted on Microsoft Azure

2024-06-12

With targeted delivery in the first half of 2025, ServiceNow's UAE Cloud will offer a new path to the Now Platform and industry-leading Now Assist generative AI capabilities

Dubai, United Arab Emirates – June 12, 2024 – **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today announced plans for a ServiceNow UAE Cloud, hosted on Microsoft Azure. The company confirmed that the active build of the cloud region is underway, with a targeted delivery window in the first half of 2025.

The cloud offering is in line with ServiceNow's commitment to meeting the business transformation requirements of all business entities in the UAE, both public and private sector. ServiceNow will host its UAE cloud on Azure as part of the company's ongoing expansion of its **global strategic alliance with Microsoft, which began in 2019**.

"ServiceNow's UAE Cloud will accelerate the delivery and adoption of ServiceNow's intelligent platform for end-to-end business transformation for the UAE; particularly across government, financial services, energy, and telecom sectors. Upon launch of the UAE Cloud, our customers will be able to transform their operations and empower their employees like never before," said Fabio Spoletini, Group VP, Southern Europe, Middle East and Africa at ServiceNow.

"ServiceNow's hosting of its cloud on Azure in the UAE is a valuable step in supporting the nation's digital innovators and the business transformation goals of our customers," said Ahmed Hamzawy, Global Partner Solutions Lead for Microsoft UAE. "Our timely partnership with ServiceNow enables UAE entities to embrace digital transformation with a focus on compliance, security and agility, and we believe there has never been a more important time to



optimize the strength of this integration.”

With ServiceNow's single, trusted AI and data platform, customers can realize the full potential of AI across their business, fast. With generative AI (GenAI) embedded directly into the Now Platform, customers get out-of-the-box intelligence to support their business transformation. Today's announcement also follows the March availability of the Now Platform in Arabic — another step in ServiceNow's ongoing investment in the UAE and Middle Eastern region.

ServiceNow and Microsoft most recently **expanded their partnership** by combining two of the industry-leading GenAI capabilities, ServiceNow Now Assist and Microsoft Copilot into one seamless enterprise experience to enhance customer choice and flexibility. Together, ServiceNow and Microsoft will help enterprise and government customers accelerate their digital transformation, creating great experiences and unlocking productivity.

Learn more about **ServiceNow's latest GenAI solutions to power enterprise-wide productivity and innovation**.

###

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 its launch of the ServiceNow UAE Cloud. 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.

© 2024 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.