

ServiceNow expands Workflow Data Fabric capabilities with new Oracle integration

2025-01-29

Zero copy data sharing and bi-directional data exchange connect Oracle data sources and the ServiceNow platform, fueling intelligent decision-making for enterprise agility

SANTA CLARA, Calif. — January 29, 2025 — **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today announced a new integration with **Oracle** (NYSE: ORCL) to enhance ServiceNow Workflow Data Fabric capabilities. Zero copy data sharing and bi-directional data exchange will connect data in real-time between **Oracle Autonomous Database** with its fully automated threat detection and remediation capabilities, Oracle Database 23ai, and the ServiceNow platform, fueling intelligent decision-making and operational efficiency at scale. This integration further strengthens Workflow Data Fabric with enriched workflows powered by AI-driven insights, from any data source—transactional, analytical, vectors, documents, spatial, and graph—across the enterprise.

“Data is the foundation of intelligent decision-making and the key to unlocking the full potential of AI. With Workflow Data Fabric, ServiceNow is empowering customers to connect their business and technology data through a single, scalable platform,” said Nirankush Panchbhai, senior vice president of Platform at ServiceNow. “This powerful Oracle integration will amplify Workflow Data Fabric’s capabilities, enabling businesses to streamline and optimize workflows, drive efficiency across mission-critical functions, and elevate analytics that inform quick, AI-powered actions.”

“Oracle has long been the backbone of the most demanding enterprise applications. The innovations in Oracle Database 23ai allow a single database to support vector processing and similarity searches qualified by private

enterprise data,” said George Lumpkin, vice president, Autonomous Database Product Management at Oracle. “This new integration with Oracle enables ServiceNow Workflow Data Fabric to include and be conditioned by unstructured and structured data essential for next-generation agentic AI processes.”

By connecting Oracle’s powerful data sources—such as Oracle Autonomous Data Warehouse and Autonomous Transaction Processing—as well as supported data such as voice, video, image, and language, with ServiceNow’s AI platform for business transformation, customers can respond quickly and accurately to emerging challenges and opportunities, helping reduce time-to-action and boosting operational agility. Through this integration, ServiceNow customers can access traditional structured data along with unstructured data directly from Oracle data sources and Oracle customers can retrieve data from ServiceNow without the need to move or copy data. By leveraging real-time, up-to-date data from Oracle sources, customers can contextually connect independent applications and analytics for more efficient operations and more insightful analytics.

Oracle Autonomous Database comprehensively enforces **strong security and access controls** while automating most security functions, including data and network encryption, hardened security configuration, network access control, privilege user control, comprehensive logging and auditing, and cloud operator control. Using a converged platform such as Oracle Database 23ai for all the different modes and workloads helps reduce customers’ overall burden, helps lower their total cost to operate, and helps them more effectively reduce the risk of data theft or destruction.

This new integration augments **Workflow Data Fabric**, launched by ServiceNow last year to forge a new generation of AI-fueled productivity for the enterprise. Workflow Data Fabric is an advanced data integration and governance layer that connects business and technology data across the organization, enabling real-time, secure access to data from any source to fuel workflows and AI agents. This includes comprehensive rules and guardrails that manage how data is accessed, used, and monitored across an organization. By partnering with companies like Oracle, customers can effortlessly turn insights into actionable outcomes and maximize the value of their data.

Availability

The integration is expected to be available to select customers in the second half of calendar year 2025.

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.

About Oracle's Partner Program

Oracle's partner program helps Oracle and its partners drive joint customer success and business momentum. The newly enhanced program provides partners with choice and flexibility, offering several program pathways and a robust range of foundational benefits spanning training and enablement, go-to-market collaboration, technical accelerators, and success support. To learn more, visit <https://www.oracle.com/partner/>.

Trademark Information

Oracle, Java, MySQL, and NetSuite are registered trademarks of Oracle Corporation. NetSuite was the first cloud company—ushering in the new era of cloud computing.

ServiceNow Forward-Looking Statements

This press release contains “forward looking statements” about the expectations, beliefs, plans, and intentions relating to releasing a new integration. 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 partnership or delivering 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.

©2025 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.

Media Contacts:

Katlyn Hirokawa
408-489-7381
press@servicenow.com