NEWS RELEASE

ServiceNow extends agreement with Microsoft for highly regulated industries in Singapore

2020-10-05

Singapore, October 6, 2020 — **ServiceNow** — ServiceNow (NYSE: NOW) today announced the Now Platform® and SaaS solutions will be available on Microsoft Azure in Singapore for highly regulated industries, from January, 2021. ServiceNow's highly regulated industries environment on Microsoft Azure Regions in Singapore will enable Government and highly regulated customers, including Financial Services, to accelerate their digital transformation while meeting Singapore's data residency requirements. According to Wee Luen Chia, ServiceNow Managing Director and Asia Vice President, Singapore Government agencies and highly regulated enterprises will be able to accelerate deployments and achieve faster time to value with the trusted and proven Now Platform.

"ServiceNow is highly committed to supporting Singapore's Smart Nation agenda. This announcement is a major milestone in support of this agenda; and is an outcome of regular, open conversations on how to help Singapore organizations leverage digital transformation to deliver smart experiences and improve productivity," said Mr Chia.

A big part of Singapore's digital transformation includes the long-standing partnership between Government and Industry, to build capabilities in new technologies that are important for a Smart Nation.

Several Government agencies, including GovTech, use ServiceNow's Now Platform.

ServiceNow's deployment on Azure Regions in Singapore can better connect employees and customers with workflows that government agencies and enterprises need. ServiceNow is enabling seamless delivery of critical digital services while assisting customer's data hosting in territory. Gerald Leo, Director, One Commercial Partner at Microsoft Singapore said, "Our agreement intends to leave a lasting impact on Singapore's accelerated application of digital technologies. Combining ServiceNow's expertise in digital workflows with Microsoft's Azure Regions,

customers can accelerate their digital transformation, while meeting important security and compliance needs."

NCS, a ServiceNow and Microsoft technology partner to Singapore Government and highly regulated industries - such as banking, healthcare and transport - has a proven track record in digital automation to help accelerate transformation for government and enterprises.

"With ServiceNow and Microsoft, NCS is able to offer best-of-breed solutions for our clients to enable them to accelerate implementation of secure, digital workflow automation, especially for highly regulated organisations that rely on local data residency," said Keith Leong, Managing Director, Global Delivery, NCS.

This news builds on an announcement in 2019 by Microsoft and ServiceNow. As leading enterprise technology platforms, Microsoft and ServiceNow make it easier for customers to integrate and optimize across the two companies' products and platforms.

Availability

ServiceNow hosted on Azure Regions in Singapore and France 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 Singapore 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**.

© 2020 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.

# # #

For more information:

ServiceNow PR
Sara Day
(650) 366-3123
press@servicenow.com