ServiceNow launches Autonomous Workforce that thinks and acts; adds Moveworks to the ServiceNow AI Platform

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AI specialists execute work with the scope, authority, and governance required for business

New ServiceNow EmployeeWorks solution connects conversational AI chat and enterprise search from Moveworks with autonomous workflows for nearly 200 million employees

SANTA CLARA, Calif.--(BUSINESS WIRE)-- **ServiceNow** (NYSE: NOW), the AI control tower for business reinvention, today launched Autonomous Workforce, AI specialists that can execute jobs with the scope, authority, and governance required for enterprise work – freeing people to focus on strategic problem solving and personalized service. Just two months after the Moveworks acquisition close, the company also introduced ServiceNow EmployeeWorks, which combines Moveworks' conversational AI and enterprise search with ServiceNow's unified portal and autonomous workflows to turn natural language requests into governed, end-to-end execution for nearly 200 million employees.

As enterprises evaluate AI platforms, two competing paradigms have emerged: feature-function AI bolted onto disconnected SaaS apps, and unified platforms that execute work through proven enterprise workflows with AI built in. The difference is fundamental: the feature approach requires enterprises to maintain, integrate, and manage the complexity themselves. ServiceNow eliminates the complexity by unifying conversational AI, workflows, enterprise data, security, and governance on a platform purpose-built for mission-critical operations.

"Businesses don't need more pilots or promises. They need AI that gets work done," said Amit Zavery, president,

chief product officer, and chief operating officer, ServiceNow. "The leaders realizing value from AI are investing in platforms where intelligence, execution, and trust work as one system. Our platform was purpose-built for this moment. Autonomous Workforce augments human teams with AI specialists that operate with the scope, authority, and governance enterprise work demands. This is a new era of productivity and ROI, at scale."

Autonomous Workforce: AI teammates execute jobs in partnership with people

ServiceNow's **Autonomous Workforce** deploys AI specialists with defined roles to augment teams.

Unlike AI agents that complete individual tasks, the ServiceNow Autonomous Workforce orchestrates teams of AI specialists with roles such as a Level 1 Service Desk AI Specialist, Employee Service Agent, or Security Operations Analyst to execute work from start to finish. They work alongside humans, follow established processes and policies set by the organization, learn from outcomes and employee feedback, and importantly, improve over time.

Today, ServiceNow is introducing the first AI specialist available out-of-the-box for customers, a Level 1 Service Desk AI Specialist. This AI specialist autonomously diagnoses and resolves common IT support requests end-to-end — password resets, software access provisioning, network troubleshooting — using enterprise knowledge bases, historical incident data, and proactive remediation workflows. It is designed to operate 24/7 with assignments aligned to specific skillsets and deliverables and escalate issues when human intervention is needed.

At ServiceNow, our Autonomous Workforce is handling 90%+ of employee IT requests. Early results show our newest AI specialist, the L1 Service Desk AI Specialist, is already resolving assigned IT cases autonomously, and it's 99% faster than when these cases are handled by human agents.

AI models without workflows are probabilistic — they see patterns, form ideas, and give different answers for the same questions. The enterprise, however, needs deterministic outcomes — governance, security, auditability, and operations that don't hallucinate. Because ServiceNow combines probabilistic intelligence with deterministic workflow orchestration, AI specialists can interpret a request, decide the right action using business context, and execute autonomously across systems with governance built in through the ServiceNow AI Control Tower. Every action is traceable and governed by policies embedded in the workflow layer itself.

ServiceNow EmployeeWorks: Consumer AI experiences meet enterprise-grade execution

ServiceNow is bringing the power of Moveworks to the ServiceNow AI Platform and delivering immediate value to customers with **ServiceNow EmployeeWorks**, a conversational front door for the enterprise. Available where employees already work and collaborate – whether in Teams, Slack, or on any browser – ServiceNow EmployeeWorks connects Moveworks' conversational AI chat and deep enterprise search with ServiceNow's unified

portal and autonomous workflows, turning intent into coordinated action across systems.

The platform understands organizational structure, approvals, and authorization — executing tasks that require multi-system coordination while maintaining governance and audit trails.

"ServiceNow EmployeeWorks is one of the first AI front doors that doesn't just summarize, it completes the work," said Bhavin Shah, senior vice president and general manager of Moveworks and AI for ServiceNow. "Moveworks proves that when AI solves real problems elegantly, people use it. Combined with ServiceNow's 20+-year foundation in workflow automation, we deliver consumer simplicity with enterprise reliability, including the operational guarantees that mission-critical work demands."

What customers are saying

"We need AI that can handle the complexity of health care while maintaining compliance and security for our 300,000 colleagues," said Alan Rosa, chief information security officer and senior vice president of infrastructure and operations, CVS Health. "CVS Health builds strong relationships with partners whose platforms allow us to support our colleagues across IT, HR, and procurement. The goal is to automate repetitive tasks so our teams can focus on what matters most — delivering outstanding care and experiences to the 185 million people we serve."

"Raleigh is a smart city built on innovation. We're laser focused on using AI to handle routine tasks so employees can focus on higher-level thinking and delivering the best possible services across the city," said Mark Wittenburg, chief information officer, City of Raleigh. "ServiceNow Now Assist is already resolving 98% of initial touchpoints by intelligently routing requests to the right destination, and we're excited about the potential for Autonomous Workforce to further transform how we deliver IT support, setting a new standard for a responsible, AI-powered government."

"At Siemens Healthineers, our 74,000 employees are pushing the boundaries of healthcare to deliver faster, better outcomes — and they need technology that keeps pace," said Nicole Hulst, head of digital workflows tooling, Siemens Healthineers. "Our AI Assistant 'Ada', built on Moveworks, saves them 5,000 hours monthly with 91% satisfaction, elevating the employee experience. ServiceNow EmployeeWorks takes this further with autonomous workflows that complete tasks fully, giving our teams time back to innovate."

"Our top priority is a frictionless digital experience so our employees can focus on what matters most: taking care of our customers," said Lakshman Ramamurthy, Sr. Director, Platform Engineering & Enterprise Operations, UKG. "That meant simplifying duplicative systems and transforming IT operations with the ServiceNow AI Platform — moving from patchworked data and reactive processes to a data-driven, proactive, and predictive model. Moveworks extends that reach to 15,000 employees with dozens of agentic use cases already live. Now we're

building toward a future where AI specialists orchestrate work across our entire enterprise."

Availability

- ServiceNow EmployeeWorks is generally available to customers today.
- The first AI specialist for Autonomous Workforce, a Level 1 Service Desk AI Specialist, is in controlled availability today and expected to be generally available Q2 2026.
- Moveworks continues to be offered as a standalone product within the ServiceNow portfolio. Organizations can acquire the Moveworks platform as an independent AI solution or as an integrated component of their ServiceNow deployment, ensuring flexibility in enterprise-wide implementation.

About ServiceNow

ServiceNow (NYSE: NOW) is the AI control tower for business reinvention. The ServiceNow AI Platform integrates with any cloud, any model, and any data source to orchestrate how work flows across the enterprise. By unifying legacy systems, departmental tools, cloud applications, and AI agents, ServiceNow provides a single pane of glass that connects intelligence to execution across every corner of business. With more than 80 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous workflows that deliver measurable results. Learn how ServiceNow puts AI to work for people at **www.servicenow.com**.

Use of forward-looking statements

This press release contains "forward-looking statements" about the expectations, beliefs, plans and intentions relating to its Autonomous Workforce and ServiceNow EmployeeWorks innovations. 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, 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 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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