



NEWS RELEASE

# ServiceNow launches Government Transformation Suite, uniting high-impact solutions tailored to Administration priorities

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New suite of products designed to increase visibility, accelerate ROI, and drive efficiencies for United States federal agencies

Company also accelerates delivery of agentic AI for public sector to support mission success in every corner of an agency

WASHINGTON, D.C. – SERVICENOW FEDERAL FORUM – February 12, 2025 – **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today launched the new Government Transformation Suite to increase visibility, accelerate ROI, and drive efficiencies for United States federal agencies. The suite – available now – brings together a series of high-impact ServiceNow solutions tailored to the new Administration’s priorities of transparency, accountability, and efficiency. It is designed to help federal agencies manage assets, save time, transform the government worker experience, and optimize software investments. In addition, ServiceNow announced accelerated availability for its **agentic AI capabilities** in the public sector.

The U.S. government spends around \$125 billion per year on IT – much of which is not auditable or tracked against actual usage or mission needs. With its single architecture and single data model, the AI-first ServiceNow Platform acts as a unifier on top of legacy systems and outdated tech stacks to simplify complexity and activate workflows across disparate departments. With access to trillions of workflow executions and fueled by millions of automations, knowledge sources, and tools, ServiceNow has scaled capabilities to drive cost efficiencies and increased productivity.

The new Government Transformation Suite unites multiple ServiceNow solutions and professional services so agencies can identify opportunities to gain greater visibility and accelerate mission goals – all within a few weeks. After deploying the Suite and capturing quick wins, government leaders garner more insight into longer-term transformation opportunities, driving even greater ROI.

"The federal government is focused on improving programs and policies through transparency, efficiency, and accountability is a critical imperative. The new ServiceNow Government Transformation Suite helps agencies work smarter and drive efficiency at speed to move beyond incremental improvements to exponential gains," said Steve Walters, senior vice president, public sector, ServiceNow. "The goal of Government Transformation Suite is to help agency leaders demonstrate ROI on their technology investments, while also navigating modernization and efficiency priorities by adding intelligence, speed, and staying mission ready."

The new Government Transformation Suite delivers four priority outcomes

- Optimized use of assets: Gain visibility into the full inventory of assets within an agency, including hardware, software, and other types of enterprise assets. Customers can quickly unlock cost savings opportunities and receive rapid insights into true program costs for more informed decision making.
- Time-savings for Government Workers: Implement a centralized portal for intra-and interagency service delivery on the single ServiceNow Platform. Employees get a quick and easy start – one place to initiate processes, reducing the swivel chair among systems and screens and giving users a better way to accomplish tasks faster.
- Modern HR & Return to Office Management: Transform cumbersome HR processes into fast, AI-enabled workflows. Make it simple and seamless for government workers coming back to the office to set up their workspace and have everything they need for optimal performance.
- Streamline application portfolio: Control application sprawl by identifying redundant, aged or out-of-compliance software assets. Remove overlap and generate cost savings without disrupting operations.

To deliver even more transformation for government agencies, ServiceNow has also accelerated its timeline for agentic AI within public sector. In the coming months, government customers will benefit from expanded ServiceNow AI capabilities including:

- Workflow Data Fabric: Pulls in data from any source across an organization so AI capabilities are informed by even more comprehensive data insights regardless of where the data resides within an organization. Zero Copy Connectors allow for external datasets to be leveraged at no additional data storage cost, beginning in June 2025 for U.S. regulated clouds.
- AI Agents: AI agents lift the burden of repetitive tasks and autonomously take action across workflows. Thousands of ServiceNow AI Agents for customer workflows, plus the AI Agent Orchestrator to manage teams

of agents, available beginning March 2025.

- RaptorDB: High-performance database designed to handle petabytes of data to process at ultra speed and scale available beginning April 2025 for U.S. regulated clouds.

## Partner Engagement:

Accenture Federal and Intact will partner with ServiceNow to support the quick and efficient implementation and adoption of Government Transformation Suite throughout public sector agencies. With deep expertise in federal IT modernization, these partners bring proven methodologies and industry best practices to accelerate adoption and ensure federal agencies realize cost savings quickly.

"We're thrilled to partner with ServiceNow on the Government Transformation Suite," said Ron Ash, chief executive officer, Accenture Federal Services. "To enable efficient delivery of client mission outcomes, we're packaging up our most successful deployments from over 30 federal agencies and the private sector to allow any federal agency to rapidly deploy proven solutions."

"Our partnership with ServiceNow is a testament to our commitment to helping government agencies advance federal modernization and efficiency priorities, while continuing to deliver on their critical missions," said Brian Crosby, chief growth officer, Intact. "With Intact's leading expertise and ServiceNow's powerful platform, agencies can rapidly implement cutting-edge solutions, drive real cost savings, and achieve meaningful transformation—all within weeks."

## Availability

Government Transformation Suite is available in ServiceNow's U.S.-based regulated cloud environments, the Government Community Cloud (GCC), our FedRAMP High and DoD Impact Level 4 offering, and National Security Cloud, a DoD Impact Level 5 solution. The Suite is also available in ServiceNow U.S. commercial Data Centers. Final compliance approvals are dependent on timing for government reviews.

ServiceNow also plans to open an innovation center in Washington D.C. for government agencies to explore and demo these new solutions. The innovation center will be available and open to customers later this year.

Learn more about activating the ServiceNow Government Transformation Suite [here](#).

## 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](http://www.servicenow.com).

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