



NEWS RELEASE

ServiceNow named a Leader in Task-Centric Automation Software by independent research firm

2024-12-10

ServiceNow is an ideal choice for organizations aiming to combine task-centric automation with cutting-edge AI capabilities with highest possible scores in advanced AI, vision, roadmap, and partner ecosystem criteria

SANTA CLARA, Calif. – December 10, 2024 – ServiceNow (NYSE: NOW), the AI platform for business transformation, today announced it has been named a Leader in The Forrester Wave™: Task-Centric Automation Software (TCAS), Q4 2024. The inaugural report evaluated ServiceNow Automation Engine, which includes pre-built integrations, automation tools, real-time data streaming, RPA, Agentic AI, and process mining capabilities. The Forrester report recognized ServiceNow with the highest possible scores in advanced AI, vision, roadmap, and partner ecosystem criteria.

According to the Forrester report, “What was originally known as RPA evolved into a plethora of tools from different software vendors that had originated in diverse markets and software categories. While most RPA offerings help clients automate complete processes, the last mile to full process automation at various endpoints still requires task automation.” The report goes on to say, “ServiceNow well suits organizations looking to leverage task-centric automation in combination with advanced AI and prioritizing a true platform approach that integrates well with ServiceNow's application portfolio.”

“While the immediate gains of deploying ServiceNow workflows are significant, this isn’t the endpoint.” said Amit Saxena, VP and GM of Automation Engine at ServiceNow. “Customers must continuously improve their processes by leveraging data to automate every possible task, enabling smarter, data-driven decisions and unlocking the full power of AI Agents. Our customers understand that harnessing data effectively in today's technology decisions will



shape their success for the next decade.”

Powered by GenAI, Automation Engine automates and orchestrates manual, repetitive tasks, either as standalone actions or by integrating natively with ServiceNow workflows on the Now Platform to enhance process efficiency and reduce operational costs. Automation Engine is also foundational to ServiceNow’s Workflow Data Fabric, providing integration and data access capabilities that unlocks enterprise data from any source, powering Now Assist and AI Agents. It also uses machine learning to mine operational processes and apply the correct automations to continuously improve performance. According to the Forrester report, “ServiceNow excels in integrating general AI capabilities into its solutions, providing clients with tools to leverage data for smarter decision-making and sustainable operations.”

For more information on Automation Engine, visit:

<https://www.servicenow.com/products/automation-engine.html>.

Complimentary access to the report is available **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**.

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