



NEWS RELEASE

# ServiceNow named a Leader in the IDC MarketScape report for Cloud-Enabled Facility Management Applications

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SANTA CLARA, Calif. — April 16, 2025 — **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today announced it has been named a Leader in the IDC MarketScape: Worldwide Cloud-Enabled Facility Management Applications 2024-2025 Vendor Assessment<sup>1</sup>. ServiceNow attributes this recognition to its innovations across its Workplace Service Delivery (WSD) and Enterprise Asset Management (EAM) solution, which offer a comprehensive set of solutions to streamline operations, reduce costs, and enhance workplace experiences on a single platform.

ServiceNow believes the report underscores ServiceNow's strong foundation in AI, emphasizing its long-standing commitment to innovation in this space. The report states, "ServiceNow has a history of prioritizing and investing in AI and GenAI going back to its introduction of Virtual Agent in 2017." It further asserts, "ServiceNow is as well positioned as any company to integrate GenAI capability into facility management solutions."

"As facility management teams adapt to rapidly evolving technologies, the push toward preventive maintenance, outsourcing strategy, and having the right technology is no longer optional, it's essential," said Scott Fuller, vice president and general manager of Workplace Service Delivery at ServiceNow. "ServiceNow is meeting customers where they are with AI-powered facility management solutions that are seamless, intuitive, and developed for the modern building."

By harnessing the power of the ServiceNow Platform, organizations can enhance facility operations with intelligent building integrations and automation. ServiceNow streamlines the entire facilities management process, optimizing



the complete asset lifecycle across devices and equipment. Additionally, by expanding to real estate and facilities, ServiceNow helps create a more connected and productive experience for employees with easy-to-use self-service features.

ServiceNow's AI-powered facilities management solutions provide a single place for corrective maintenance requests, advanced work order management, intelligent maintenance management, and comprehensive asset and inventory management.

Organizations using ServiceNow can achieve groundbreaking results including:

- Faster resolutions with an intuitive mobile experience, including a 24/7 AI assistant and real-time technician management.
- Reduced facilities management costs by efficiently managing assets and maintenance on a single platform.
- Enhanced occupant experience by streamlining facilities management processes, reducing resolution time for improved satisfaction and productivity.
- Optimized resource use by automating the entire lifecycle of building equipment, from planning to disposal.
- Increased transparency with real-time visibility into facilities devices and equipment, enabling better planning and decision-making.
- Lowered total cost of ownership by proactively creating maintenance plans based on schedules, usage, or conditions to prevent breakdowns and extend asset and building lifespan.

#### Additional Information

- Visit ServiceNow's **Workplace Service Delivery** page for more information.
- Check out ServiceNow's **Enterprise Asset Management** page for additional details.
- Read a complimentary report excerpt **here**.

<sup>1</sup>IDC MarketScape Worldwide SaaS and Cloud-Enabled Facility Management Applications 2024–2025 Vendor Assessment, By: Brian O'Rourke, Mar 2025, IDC Doc#US52038324

#### About IDC MarketScape:

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of technology and service suppliers in a given market. The research utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each supplier's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of technology suppliers can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the

strengths and weaknesses of current and prospective suppliers.

#### 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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