

ServiceNow to Acquire Indoor Mapping Disruptor Mapwize to Make Hybrid Work for Everyone

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Acquisition empowers employees to confidently navigate the workplace with native mobile mapping and wayfinding capabilities for the new world of hybrid work

SANTA CLARA, Calif. — August 11, 2021 – ServiceNow (NYSE: NOW), the leading digital workflow company that makes work, work better for people, today announced it has signed an agreement to acquire Mapwize, an indoor-mapping and wayfinding company based in Lille, France. With Mapwize, ServiceNow will provide indoor mapping capabilities for employees as they reserve seats, conference rooms, workspaces and workplace resources, as well as navigate offices, from their desktop or mobile devices. Mapwize capabilities will also help workplace teams manage and update floor maps based on usage trends and evolving real-estate needs.

“In the new world of hybrid work, the role of workplace services has never been more critical in creating great employee experiences,” said Blake McConnell, SVP of Employee Workflows at ServiceNow. “With Mapwize, ServiceNow will power the future of employee experiences by making it easier for people to navigate their work environment and access the workspace information and workplace services they need to remain productive.”

To support flexible and agile workplaces, ServiceNow intends to build Mapwize’s capabilities natively into the Now Platform and the Workplace Service Delivery Suite.

Mapwize’s mapping solutions, product features and technical talent will complement and enhance ServiceNow’s existing Workplace Service Delivery capabilities, including Workplace Space Mapping, Workplace Reservation Management, Workplace Space Management, Workplace Visitor Management, Case and Knowledge Management and the Safe Workplace Suite.

“ServiceNow is the global leader in driving beautiful employee experiences,” said Médéric Morel, CEO and co-founder of Mapwize. “We are thrilled to join them in their mission to make the world of work, work better for everyone. With ServiceNow, we have the unique opportunity to scale our technology to help global organizations navigate hybrid work environments. Our technology, paired with the Now Platform and Workplace Service Delivery Suite, will remove the stress and time of navigating the workplace, allowing employees to stay agile and efficient in any environment, on any device.”

Mapwize was founded in 2014 by CEO Médéric Morel and CTO Mathieu Gerard and is based in Lille, France. ServiceNow expects to complete the acquisition of Mapwize in Q3 2021. Financial terms of the deal were not disclosed.

To learn more about how ServiceNow is powering the new world of hybrid work, visit the [ServiceNow blog](#).

Update: ServiceNow closed the acquisition of Mapwize on September 2, 2021. The Mapwize team is now part of ServiceNow.

Use of Forward-Looking Statements

This press release contains "forward-looking statements" about the expectations, beliefs, plans, intentions and strategies relating to ServiceNow's acquisition of Mapwize. Such forward-looking 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, without limitation, assimilating or integrating Mapwize's technology into our platform; the inability to retain key employees of Mapwize; unanticipated expenses related to Mapwize's acquired technology; potential adverse tax consequences; disruption to our business and diversion of management attention and other resources; and potential unknown liabilities associated with Mapwize's business. 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.

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