

ServiceNow to Acquire Intellibot to Help Businesses Automate Any Workflow

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Intellibot brings rich talent and IP to extend automation and RPA capabilities within the Now Platform

SANTA CLARA, Calif. — March 23, 2021 – ServiceNow (NYSE: NOW), the leading digital workflow company making work, work better for people, today announced it has signed an agreement to acquire Intellibot, a robotic process automation (RPA) company based in Hyderabad, India. Intellibot extends ServiceNow's core workflow capabilities by helping customers automate repetitive tasks for intelligent, end-to-end automation. ServiceNow intends to build Intellibot's capabilities natively into the Now Platform to enable customers to more easily integrate with both modern and legacy systems to drive productivity and strengthen existing artificial intelligence (AI) and machine learning (ML) efforts.

"ServiceNow is the platform of platforms for the workflow revolution, offering powerful end-to-end automation capabilities that allow customers to streamline business decisions and unlock new levels of productivity," said Josh Kahn, SVP of Creator Workflow Products at ServiceNow. "Our customers represent nearly 80 percent of the Fortune 500, and the vast majority are trying to drive automation across a mix of legacy and modern applications. With Intellibot, we will extend ServiceNow's ability to help customers connect systems so they can easily automate workflows and drive productivity."

ServiceNow recently delivered the **Now Platform Quebec Release** to help enterprises accelerate their digital transformation by innovating quickly, being more agile, and operating more productively within a new world of work hastened by COVID. Intellibot will complement these capabilities, extending ServiceNow's existing AI and ML, integrations, low-code development, process mining, process automation, NLX, chatbot, and virtual agent

capabilities.

“We are proud to join forces with ServiceNow as it continues to invest in powerful end-to-end automation capabilities to make the world of work, work better for people,” said Srikanth Vemulapalli, CTO and co-founder of Intellibot. “Our RPA combined with ServiceNow workflows will help businesses better connect disparate systems to accelerate innovation and thrive in a new world of work.”

Expanded footprint in India

This acquisition supports ServiceNow’s broader commitment to the Indian market, which represents one of the company’s fastest growing markets. The company plans to develop two new data center facilities in India by the first quarter of 2022. These new data centers will meet local data residency requirements, form part of ServiceNow’s advanced high-availability architecture, and will continue to support the scalability of the company’s cloud services. India hosts ServiceNow’s second largest research and development center and is a growing talent hub for the organization. ServiceNow plans to double its staff in the country within the next three years.

Intellibot was founded in 2015 by CEO Raghu “Alek” Barli, CTO Srikanth Vemulapalli, and COO Kushang Moorthy. ServiceNow expects to complete the acquisition of Intellibot in Q2 2021. Financial terms of the deal were not disclosed.

To learn more about ServiceNow’s automation capabilities, visit the [ServiceNow blog](#).

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 Intellibot, general business direction and plans for expansion in India, and growth markets. Such forward-looking statements include statements regarding future data centers, growth, expansion, 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, the inability to assimilate or integrate Intellibot’s technology into our platform; unanticipated expenses related to Intellibot’s acquired technology; potential adverse tax consequences; disruption to our business and diversion of management attention and other resources; potential unknown liabilities associated with

Intellibot's business; unexpected delays and difficulties in opening and maintaining the data centers; changes in the competitive or regulatory landscape in India; and uncertainty whether sales will justify these investments. 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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