

ServiceNow's latest platform release adds to thousands of AI agents across CRM, HR, IT, and more for faster, smarter workflows and maximum business impact

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Yokohama platform release includes teams of preconfigured AI agents now available for faster deployment, improved productivity, and predictable outcomes on day one

Capabilities to build, onboard, and manage the entire AI agent lifecycle now available

Advancements in ServiceNow data solutions break down barriers among data sources for more connected AI agents

SANTA CLARA, Calif. — March 12, 2025 — **ServiceNow** (NYSE: NOW), the AI platform for business transformation, today announced the **Yokohama platform release**, unleashing new AI agents across CRM, HR, IT, and more, for faster, smarter workflows and maximum, end-to-end business impact. These latest innovations include teams of preconfigured AI agents that deliver productivity and predictable outcomes from day one, on a single platform, as well as capabilities to build, onboard, and manage the entire AI agent lifecycle. Because data fuels AI, the company also announced expansion of its Knowledge Graph with advancements to its Common Service Data Model (CSDM) to break down barriers among data sources for more connected AI agents.

According to Gartner®, "By 2028, 40% of CIOs will demand 'Guardian Agents' be available to autonomously track, oversee, or contain the results of AI agent actions,"* underscoring the growing need for a coordinated, enterprise-wide approach to AI deployment and management. As businesses race to unlock the full potential of agentic AI, ServiceNow serves as the AI agent control tower for enterprises, with solutions that remove common roadblocks like data fragmentation, governance gaps, and real-time performance challenges. Unlike other AI providers that operate in silos or require complex integrations, ServiceNow AI Agents are built on a single, enterprise-wide platform, helping ensure seamless data connectivity with **Workflow Data Fabric**. By providing a single view of all workflows, AI, and automation needs, ServiceNow enables companies to seamlessly coordinate thousands of AI agents across CRM, IT, HR, finance, and more, enabling total enterprise-wide visibility and control.

"Agentic AI is the new frontier. Enterprise leaders are no longer just experimenting with AI agents; they're demanding AI solutions that can help them achieve productivity at scale," said Amit Zavery, president, chief product officer, and chief operating officer at ServiceNow. "ServiceNow's industry-leading agentic AI framework meets this need by delivering predictability and efficiency from the start. With the combination of agentic AI, data fabric, and workflow automation all on one platform, we're making it easier for organizations to embed connected AI where

work happens and both measure and drive business outcomes faster, smarter, and at scale."

ServiceNow AI Agents are now available to radically accelerate productivity at scale

Enterprise leaders are moving beyond experimentation, demanding AI solutions that drive real outcomes.

ServiceNow's AI capabilities generate insights that power AI agent reasoning, planning, learning, and orchestration, equipping businesses to more rapidly achieve impactful goals.

New ServiceNow AI Agents are **available** today and ready to help businesses accelerate productivity, streamline operations, and drive real outcomes for enterprise-wide use cases. For example:

- Security Operations (SecOps) expert AI agents transform security operations by streamlining the entire incident lifecycle, eliminating repetitive tasks and empowering SecOps teams to focus on quickly stopping real threats.
- Autonomous change management AI agents act like a seasoned change manager, instantly generating custom implementation, test, and backout plans by analyzing impact, historical data, and similar changes—ensuring seamless execution with minimal risk.
- Proactive network test & repair AI agents operate as AI-powered troubleshooters that automatically detect, diagnose, and resolve network issues before they impact performance.

Simplify AI agent management for a more streamlined lifecycle

ServiceNow AI Agent Orchestrator and **AI Agent Studio** are also now generally available with expanded capabilities to govern the complete AI agent lifecycle—from building AI agents, to onboarding and monitoring their performance, to ensuring enterprises realize the value they need. This includes:

- Enhanced onboarding capabilities through AI Agent Studio to streamline the setup process with guided instructions, making it easier than ever to design and configure new AI agents using natural language descriptions.
- Expanded performance management capabilities within ServiceNow's overall agentic AI framework include an analytics dashboard for visualizing AI agent usage, quality, and value. Agentic AI workflows are seamlessly tied to business KPIs so administrators can more easily track AI agent performance and ROI.

Connect, understand, and take action with data solution advancements

At the foundation of the ServiceNow Platform is **Workflow Data Fabric**, enabling AI-powered workflows that integrate seamlessly with an organization's data, regardless of the system or source. Workflow Data Fabric enables businesses to gain deeper insights through AI-driven contextualization and decision intelligence while automating manual work and creating process efficiencies.

New in the Yokohama release, ServiceNow continues to expand its Knowledge Graph data capabilities with enhancements to its **Common Service Data Model (CSDM)**. CSDM provides a standardized framework for managing IT and business services that accelerates quick, safe, and compliant technology deployments. By unifying hundreds of technology categories, systems, and processes under one clear model, CSDM empowers organizations to implement and scale technology with confidence. With this latest update, customers gain a unique advantage: the ability to orchestrate seamless hand-offs between both AI and live agents, ensuring work flows effortlessly across teams. Built-in governance and audit-ready data provide transparency and trust, so businesses can continue at the pace of innovation while maintaining compliance.

What our customers and partners are saying:

CANCOM

"ServiceNow's GenAI solutions have reshaped CANCOM's internal operations, driving efficiency and cost savings that have solidified our reputation as an innovative IT leader. Now we're rolling out these powerful capabilities to our clients," said Ulrich Mayr, CIO, CANCOM. "Yokohama's new agentic AI agents will ignite enhanced productivity and insight, driving shared success for us and our customers."

Cognizant

"At Cognizant, we are helping companies harness the next phase of AI with agentic AI workflows that could bring unparalleled efficiency," said Jason Wojahn, global head of Cognizant's ServiceNow Business Group. "We were the first to bring ServiceNow's Workflow Data Fabric to market and are working to help our clients to seamlessly connect their data with AI. With the Yokohama release and the integration of AI agents onto the Now Platform, clients can now operate their agents virtually effortlessly with connected data, driving productivity and ROI across their entire business."

Davies

"Agility is essential for Davies, given our work with clients in heavily regulated markets," said Darrell Burnell, Group Head of Technology, Davies. "We've transformed our agent experience with ServiceNow's generative AI, deploying Now Assist for ITSM in just six weeks to streamline information retrieval and accelerate resolution times. ServiceNow's Yokohama release will help deliver even greater productivity with agentic AI to unlock productivity at scale."

Sentara

"As one of the largest not-for-profit integrated health systems in the country, Sentara is dedicated to delivering exceptional patient care and innovative healthcare solutions," said Sentara ServiceNow Platform Team. "Sentara has already seen tremendous success with ServiceNow's AI solutions, allowing operational teams to handle more requests with ease and is excited to explore how agentic AI can further improve efficiency and patient experience as Sentara continues to expand."

Availability

- All features announced today are generally available and can be found in the **ServiceNow Store**.
- Learn more about our additional agentic workflows in the **ServiceNow blog**.

Additional Information

- ServiceNow also **announced** automation, governance, and workflow intelligence solutions today as part of the Yokohama platform release.
- Read more about our AI agent innovations and new accessibility features on the **ServiceNow blog**.

*Gartner Press Release, Gartner Unveils Top Predictions for IT Organizations and Users in 2025 and Beyond, October 22, 2024

<https://www.gartner.com/en/newsroom/press-releases/2024-10-22-gartner-unveils-top-predictions-for-it-organizations-and-users-in-2025-and-beyond>

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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.

Forward Looking Statements

This press release contains “forward looking statements” about the expectations, beliefs, plans, and intentions relating to its innovations announced with the ServiceNow Platform Yokohama release. Such 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, ServiceNow’s results could differ materially from the results expressed or implied by the forward-looking statements made. ServiceNow undertakes no obligation, and does 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: (i) delays and unexpected difficulties and expenses in executing the product capabilities and offerings, (ii) changes in the regulatory landscape related to AI and (iii) uncertainty as to whether sales will justify the investments in the product capabilities and offerings. Further information on factors that could affect ServiceNow’s financial and other results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.

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