

When Analytics Live Inside Workflows: ServiceNow Ranked 1st Across All Use Cases in 2026 Gartner® Critical Capabilities for Analytics and Business Intelligence Platforms

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At **Knowledge 2026** in May, our annual customer and user conference, we announced **Autonomous Data Analytics**, a capability that embeds analytics natively into ServiceNow workflows. It enables employees and AI agents to query enterprise data in plain language and receive secure, contextual insights instantly where decisions are made, without switching tools. We believe today's Gartner® recognition validates this unique architectural choice.

In the 2026 Gartner® Magic Quadrant™ for Analytics and Business Intelligence Platforms, ServiceNow was positioned furthest for Completeness of Vision among all vendors evaluated, **receiving the No. 1 ranking across all use cases** in the companion 2026 Critical Capabilities report, which includes perceptive analytics, composable analytics, data storytelling, and governance.

As Gartner notes, "By 2030, analytic platforms will no longer be insights tools but autonomous decision systems. AI agents will generate analytics, govern data use, and execute decisions end-to-end." We're building for that reality today. This observation aligns with our view of the future and why we made the deliberate architectural choice to embed analytics into the platform where work runs, rather than bolting it on from the outside. Analytics embedded in the workflow helps eliminate the gap between insights and action. AI agents surface intelligence and execute on it immediately within the same context, with minimal hand-offs, reducing manual translation steps, minimizing

delays. We're now one of the few vendors combining deep analytics product prowess with the AI workflow platform that 8,800+ enterprise customers already depend on.

Why platform-native analytics matter

We acquired **Pyramid Analytics in March** to embed analytics natively into ServiceNow's platform. Today, any employee or AI agent can query the enterprise data estate in plain language and receive secure, contextual insights immediately inside ServiceNow workflows without switching tools or waiting for a report. Our analytics engine returns data filtered by role-based access controls, governed by compliance policies, and tagged with the operational context that makes action possible.

Customers are already operating at this speed.

- The U.S. Department of Veterans Affairs supports more than 60,000 users with just two analytics administrators, freeing agency resources for mission-critical work.
- **The Foschini Group** cut a core reporting cycle from three and a half days to ten minutes. This compression means business leaders can see real-time inventory trends and respond to demand shifts in hours, not days.
- **Universal Health Services** runs analytics approximately 75% faster. At scale, this translates to clinicians and administrators spending less time waiting for insights and more time applying them to patient care and operational decisions.

These results reflect what's possible when insight lives where work happens.

A data platform built for the agentic era

We built Autonomous Data Analytics with Pyramid Analytics as one pillar of a deliberate data platform strategy. ServiceNow's Workflow Data Fabric connects, understands, and governs data across the enterprise without requiring data movement. By embracing customers' existing data warehouses, lakes, and systems of record, we prioritize knowledge gravity over data gravity, extending the infrastructure investments they've already made. Context Engine helps map every person, role, asset, service, and policy in real time to move beyond recommendations and gives AI agents the operational context needed to act precisely. Autonomous Data Governance continuously monitors the data estate and helps enforce quality and compliance policies, so the data feeding AI agents meets defined standards. This combination addresses what has held enterprise AI back: not flawed AI models, but fragmented data and governance siloed across disconnected systems.

Learn more about **ServiceNow Autonomous Data Analytics**. Read more about the **Gartner report**.

¹ Gartner, Magic Quadrant for Analytics and Business Intelligence Platforms, Anirudh Ganeshan, Edgar Mecari,

Christopher Long, 29 June 2026. Gartner, Critical Capabilities for Analytics and Business Intelligence Platforms, Edgar Macari, Christopher Long, Anirudh Ganeshan, Jamie O'Brien, 15 July 2026.

Gartner, CPO 2030: Analytic Platforms, **Kevin Quinn, Jim Hare**, 6 May 2026

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