



We are the AI Platform for Business Transformation

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.



Q1 2025:

\$3.005 billion

subscription revenues

20%

YoY constant currency growth⁺

31%

Non-GAAP Operating Margin^{*}

98%

renewal rate

\$10.31 billion

current remaining
performance obligations (cRPO)

22%

YoY constant currency growth⁺

508

Total customers > \$5M ACV^{*}

~20%

YoY growth

26,500+

employees

FY 2024:

\$10.65 billion

subscription revenues

22.5%

YoY constant currency growth⁺

\$3.5 billion

Free cash flow⁺

~8,400

customers

86%

of the Fortune 500 use ServiceNow

⁺ServiceNow reports non-GAAP results in addition to, and not as a substitute for, or superior to, financial measures calculated in accordance with GAAP. Q1 2025 subscription revenues YoY growth was 19%, cRPO YoY growth was 22%, and operating margin was 14.5%. Full year 2024 subscription revenues YoY growth was 22.5% and net cash provided by operating activities was \$4.27 billion. To see the reconciliation between these non-GAAP and GAAP results, please refer to our earnings release issued on April 23, 2025, and, for prior periods, previously filed earnings releases, all of which are available at investors.servicenow.com.

^{*}Previously disclosed number of customers with annual contract value (ACV) greater \$5 million may be restated to allow for comparability. ACV is calculated based on the foreign exchange rate in effect at the time the contract was entered into. Foreign exchange rate fluctuations could cause some variability in the number of customers with ACV greater than \$5 million. Numbers rounded for presentation purposes only.

Now Platform[®]



ServiceNow Platform[®]

Connect AI, data, and workflows to maximize the value of existing technology investments, cut costs, and make impactful improvements in core business processes all on a single platform



Technology Workflows

Accelerate digital transformation with resilient, cost-efficient, and secure technology.



Core Business Workflows

Provides easy-to-follow processes across HR, procurement, facilities, legal, and finance, reducing costs and improving performance.



CRM and Industry Workflows

Intelligently orchestrate customer experiences to service, sell, and deliver on a single platform.



Creator Workflows

Build connected cross-enterprise workflow apps fast using no-code, low-code, and hyperautomation that safely deliver agile services at scale.

Forbes Most Trusted Companies in America 2025

ServiceNow ranked No. 2 on Forbes' inaugural Most Trusted Companies in America list due to exceptional performance in employee, customer and investor trust, and media sentiment.



FORTUNE[®] World's Most Admired Companies 2025[™]

ServiceNow ranked No. 42 on the FORTUNE World's Most Admired Companies 2025 list highlighting ServiceNow's influence and esteemed reputation in the business world.



FORTUNE[®] World's Most Innovative Companies 2025[™]

ServiceNow ranked on the FORTUNE World's Most Innovative Companies 2025 list, demonstrating our dedication to product and process innovation and innovation culture.



World's Most Ethical Companies

ServiceNow was honored on Ethisphere's highly selective World's Most Ethical Companies list for the second year in a row, showcasing our commitment to integrity and ethical leadership for long-term success.



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