

Investor Presentation

First Quarter 2026

Safe Harbor and other information

This presentation contains “forward-looking” statements that are based on our management’s beliefs and assumptions and on information currently available to management. Forward-looking statements include information concerning our possible or assumed strategy, future operations, financing plans, operating model, financial position, future revenues, projected costs, competitive position, industry environment, potential growth opportunities, potential market opportunities, plans and objectives of management, the effects of competition on our business, customer trends.

Forward-looking statements include all statements that are not historical facts and can be identified by terms such as “anticipates,” “believes,” “could,” “seeks,” “estimates” (including, without limitation, financial estimates denoted with an “E,” such as FY26E), “targets,” “guidance,” “expects,” “intends,” “may,” “plans,” “potential,” “predicts,” “prospects,” “projects,” “should,” “will,” “would” or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words.

Forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. Additionally, these forward-looking statements, particularly our guidance, involve risks, uncertainties and assumptions based on information available to us as of April 22, 2026, including those related to our future financial performance, global economic conditions and customer demand for and acceptance of existing, new and improved products and services, including products that incorporate AI technology. Many of these assumptions relate to matters that are beyond our control and changing rapidly, including, but not limited to, fluctuations in the value of foreign currencies relative to the U.S. Dollar; fluctuations in interest rates; global macroeconomic and political conditions including changes in government spending and operating status, tariffs, inflation and armed conflicts; our ability to consummate and realize the benefits of any strategic transactions or acquisitions; and fluctuations and volatility in our stock price. 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. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the “Risk Factors” section in our Annual Report on Form 10-K filed for the year ended December 31, 2025 and in our other Securities and Exchange Commission (“SEC”) filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements.

Forward-looking statements represent our management’s beliefs and assumptions only as of the date of this presentation. We undertake no obligation, and do not intend, to update these forward-looking statements, to review or confirm analysts’ expectations, or to provide interim reports or updates on the progress of the current financial quarter.

This presentation includes certain non-GAAP financial measures and the corresponding growth rates as defined by SEC rules. For additional information, see the slide titled “Statement Regarding Use of Non-GAAP Financial Measures.”

Terms such as Remaining Performance Obligations (“RPO”), Current Remaining Performance Obligations (“cRPO”) and Renewal Rate shall have the meanings set forth in our filings with the SEC.

The information in this presentation on new products, features, or functionality, including products that incorporate AI technology, is intended to outline our general product direction and should not be relied upon in making a purchasing decision. The information on new products, features, and functionality is for informational purposes only and shall not be incorporated into any contract. The information on new products, features, and functionality is not a commitment, promise, or legal obligation to deliver any material, code or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion.

Statement Regarding Use of Non-GAAP Financial Measures

We report non-GAAP financial measures in addition to, and not as a substitute for, or superior to, financial measures calculated in accordance with GAAP.

We adjust revenues and related growth rates ("revenues"), and current remaining performance obligations ("cRPO") and remaining performance obligations ("RPO") and related growth rates for constant currency to provide a framework for assessing how our business performed excluding the effect of foreign currency rate fluctuations, and for revenues only, any gains or losses from foreign currency hedge contracts that are reported in the current and comparative period. To exclude the effect of foreign currency rate fluctuations, current period revenues results for entities reporting in currencies other than U.S. Dollars are converted into U.S. Dollars at the average exchange rates in effect for the comparison period, rather than the actual exchange rates in effect for the current period. Guidance for revenues related growth rates is derived by applying the average exchange rates in effect during the comparison period, rather than the exchange rates for the guidance period, adjusted for any foreign currency hedging effects. We believe the presentation of revenues and corresponding growth rates adjusted for constant currency by excluding effects of foreign currency rate fluctuations and any gains or losses from foreign currency hedge contracts facilitates the comparison of revenues year-over-year. Current period cRPO and RPO results and related growth rates for entities reporting in currencies other than U.S. Dollars are converted into U.S. Dollars at the exchange rates in effect at the end of the comparison period rather than the actual end of the period exchange rates in effect during the current period. Guidance for cRPO growth rates is derived by applying the end of period exchange rates in effect during the comparison period rather than the exchange rates in effect during the guidance period. We believe the presentation of cRPO and RPO and related growth rates adjusted for constant currency facilitates the comparison of cRPO and RPO year-over-year, respectively.

Our non-GAAP presentation of gross profit, income from operations, and net income measures exclude certain non-cash or non-recurring items, including stock-based compensation expense, amortization of purchased intangibles, legal settlements, impairment of assets, severance costs, contract termination costs, business combination and other related costs including compensation expense, gains and losses on strategic investments, net, and income tax effects and adjustments. We believe these adjustments provide useful supplemental information to investors and facilitates the analysis of our operating results and comparison of operating results across reporting periods.

Free cash flow is defined as net cash provided by operating activities plus cash outflows for legal settlements and business combination and other related costs including compensation expense, reduced by purchases of property and equipment. Free cash flow margin is calculated as free cash flow as a percentage of total revenues. We believe information regarding free cash flow and free cash flow margin provides useful information to investors because it is an indicator of the strength and performance of our business operations.

Our presentation of non-GAAP financial measures may not be comparable to similar measures used by other companies. We encourage investors to carefully consider our results under GAAP, as well as our supplemental non-GAAP information and the reconciliation between these presentations, to more fully understand our business. Please see the tables included at the end of this presentation for the reconciliation of GAAP and non-GAAP results.



Technology Workflows

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



Core Business Workflows

Provide 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 sell, fulfill, and service on one unified platform



Creator and Other Workflows

Build connected cross-enterprise workflow apps fast using low-code and hyperautomation that safely deliver agile services at scale



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

What sets us apart



**1 AI in the flow of work,
not in another tool**

**2 Enterprise AI,
not application AI**

**3 Autonomous Workflows,
not just AI assistance**

**4 AI Control Tower:
governance & security built in**

**5 Open by design,
trusted at scale**

We are the AI Control Tower for Business Reinvention



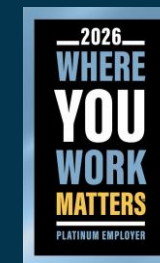
We move with the pace of innovation to help customers **transform organizations** across every industry, while upholding a trustworthy, human-centered approach to deploying our products and services at scale



Our **8,800+** global customers⁽¹⁾ include over **85%** of the **Fortune 500**. They all rely on ServiceNow solutions using the Now AI Platform—the intelligent and intuitive cloud platform—for successful digital transformation



Our aspiration is to be the **defining enterprise software company of the 21st century**



(1) Global customers count is as of the end of fiscal 2025.

Q1-26 Financial Highlights

Q1 2026 Results	Quarterly Results	Increase (Decrease) Y/Y	Currency Impact ⁽¹⁾	Non-GAAP Constant Currency Y/Y ⁽²⁾
Subscription Revenues	\$3,671M	22%	~300bps tailwind	19%
Current RPO (cRPO)	\$12.64B	22.5%	~200bps tailwind	21%
Remaining Performance Obligations (RPO)	\$27.7B	25%	~200bps tailwind	23.5%
Non-GAAP Operating Margin ⁽³⁾	32%	~100bps	NA	NA
Non-GAAP Free Cash Flow Margin ⁽³⁾	44%	~(350bps)	NA	NA

(1) Currency impact on subscription revenue growth rates are derived by applying the average exchange rates in effect during the comparison period, rather than the actual average exchange rates in effect during the current period, excluding any gains or losses from foreign currency hedge contracts that are reported in the current and comparative periods. Currency impact on cRPO and RPO growth rates are derived by applying the exchange rates in effect at the end of the comparison period rather than the actual end of period exchange rates in effect during the current period.

(2) The non-GAAP growth rates for subscription revenues are adjusted for constant currency by excluding effects of foreign currency rate fluctuations and any gains or losses from foreign currency hedge contracts, and cRPO and RPO are adjusted only for constant currency. See slides 11-12 for additional discussion of non-GAAP subscription revenues and their corresponding growth rates. See slide 13 for additional discussion of non-GAAP cRPO and RPO and their corresponding growth rates.

(3) This financial metric and its corresponding growth rate, if applicable, are calculated on a non-GAAP basis. See appendix for a reconciliation of non-GAAP financial measures to the most comparable GAAP measures.

Note: Numbers rounded for presentation purposes.

2026 Guidance Assumptions

Our guidance includes GAAP and non-GAAP financial measures. The non-GAAP growth rates for subscription revenues are adjusted for constant currency by excluding the effects of foreign currency rate fluctuations and any gains or losses from foreign currency hedge contracts, and the non-GAAP growth rates for cRPO are adjusted only for constant currency to provide better visibility into the underlying business trends.

In Q1 2026, subscription revenues growth saw an approximately 75 basis point headwind from delayed closings of several large on-premise deals in the Middle East, due to the ongoing conflict in the region. This outlook reflects a prudent assessment of those geopolitical headwinds on deal timing for the remainder of FY 2026.

Our Q2 2026 subscription revenues growth, Q2 2026 cRPO growth, and FY 2026 subscription revenues growth guidance each include approximately 125 basis points of contribution from Armis. A portion of Armis customer contracts include termination-for-convenience provisions, which limit the amount of contract value reflected in cRPO.

The acquisition is also expected to create headwinds of approximately 25 basis points to FY 2026 subscription gross margin, approximately 75 basis points to FY 2026 operating margin, approximately 200 basis points to FY 2026 free cash flow margin, and approximately 125 basis points to Q2 2026 operating margin. While we will see some near-term headwinds to margins as we integrate the business in FY 2026, strong AI efficiencies internally from Now on Now and our underlying platform leverage are expected to normalize our operating and free cash flow margin expansion trajectories in FY 2027.

Guidance Summary

Q2 2026 Guidance	Quarterly Guidance	Increase (Decrease) Y/Y	Currency Impact Included in Guidance ⁽¹⁾	Non-GAAP Constant Currency Y/Y ⁽²⁾
Subscription Revenues	\$3,815M - \$3,820M	22.5%	~150bps tailwind	21% - 21.5%
Non-GAAP Operating Margin ⁽³⁾	26.5%	~(300bps)	NA	NA
Current RPO (cRPO) Growth	19%	NA	~(50bps) headwind	19.5%

FY 2026 Guidance	Full-Year Guidance	Increase (Decrease) Y/Y	Currency Impact Included in Guidance ⁽¹⁾	Non-GAAP Constant Currency Y/Y ⁽²⁾
Subscription Revenues	\$15,735M - \$15,775M	22% - 22.5%	~150bps tailwind	20.5% - 21%
Non-GAAP Subscription Gross Margin ⁽³⁾	81.5%	~(200bps)	NA	NA
Non-GAAP Operating Margin ⁽³⁾	31.5%	~50bps	NA	NA
Non-GAAP Free Cash Flow Margin ⁽³⁾	35%	~Flat	NA	NA

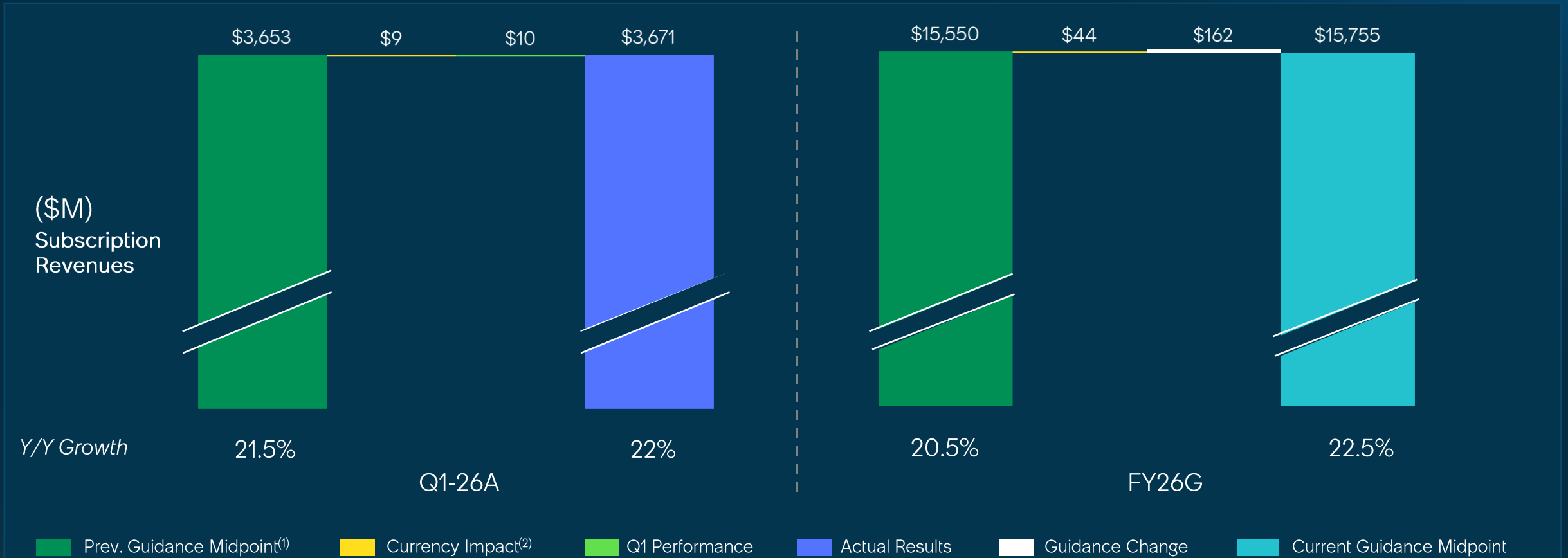
(1) Currency impact on subscription revenues growth rates are derived by applying the average exchange rates in effect during the comparison period, rather than the exchange rates for the guidance period, adjusted for any foreign currency hedging effects. Currency impact on cRPO growth rates are derived by applying the end of period exchange rates in effect during the comparison period rather than the exchange rates in effect during the guidance period.

(2) The non-GAAP growth rates for subscription revenues are adjusted for constant currency by excluding effects of foreign currency rate fluctuations and any gains or losses from foreign currency hedge contracts, and cRPO is adjusted only for constant currency.

(3) This financial metric and its corresponding growth rate, if applicable, are calculated on a non-GAAP basis. See appendix for a reconciliation of non-GAAP financial measures to the most comparable GAAP measures.

(4) Growth rate calculated on a Non-GAAP basis. See appendix for reconciliation of Non-GAAP financial measures to the most comparable GAAP measures.

Comparison to Previously Issued Guidance



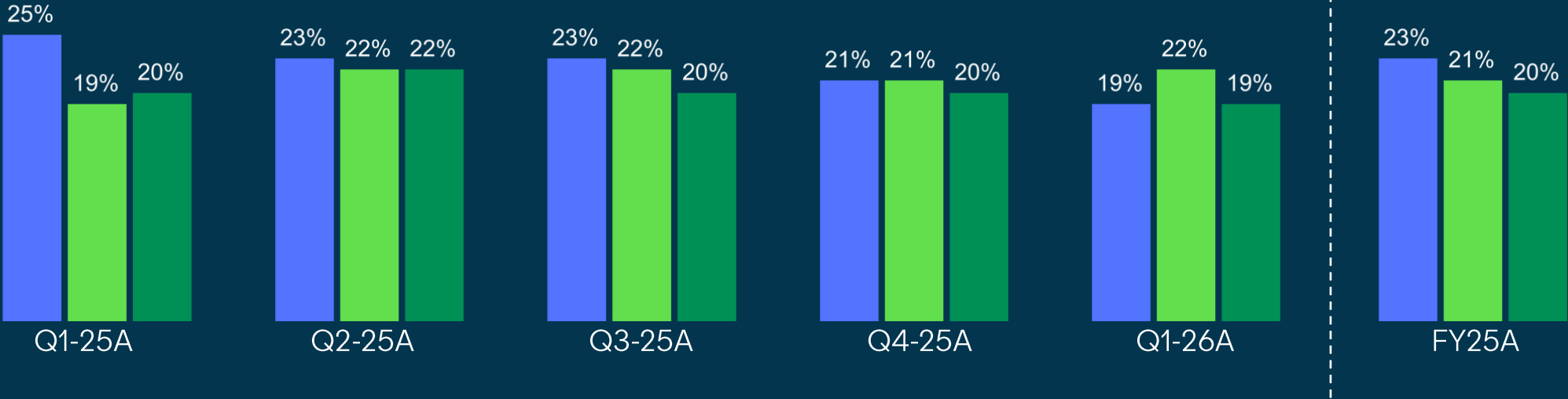
(1) Refers to previously issued financial guidance dated 01/28/26.

(2) GAAP subscription revenues included in our previous guidance is based on the 31-day average foreign exchange rates for December 2025 for entities reporting in currencies other than U.S. Dollars. Currency impact in Q1 2026 represents the impact of the difference between the actual average foreign exchange rates in the period used to calculate our Q1 2026 actual results and the 31-day average foreign exchange rates for December 2025 assumed in our previously issued guidance dated 01/28/26, including any gains or losses from foreign currency hedge contracts. Currency impact on our full year guidance represents the impact of the difference between the 31-day average foreign exchange rates for March 2026 assumed in our updated full-year 2026 guidance, and the 31-day average foreign exchange rates for December 2025 in our previously issued guidance dated 01/28/26, including any gains or losses from foreign currency hedge contracts.

Note: Numbers rounded for presentation purposes and may not foot.

Year-Over-Year Subscription Revenues Growth

Subscription Revenues (%)

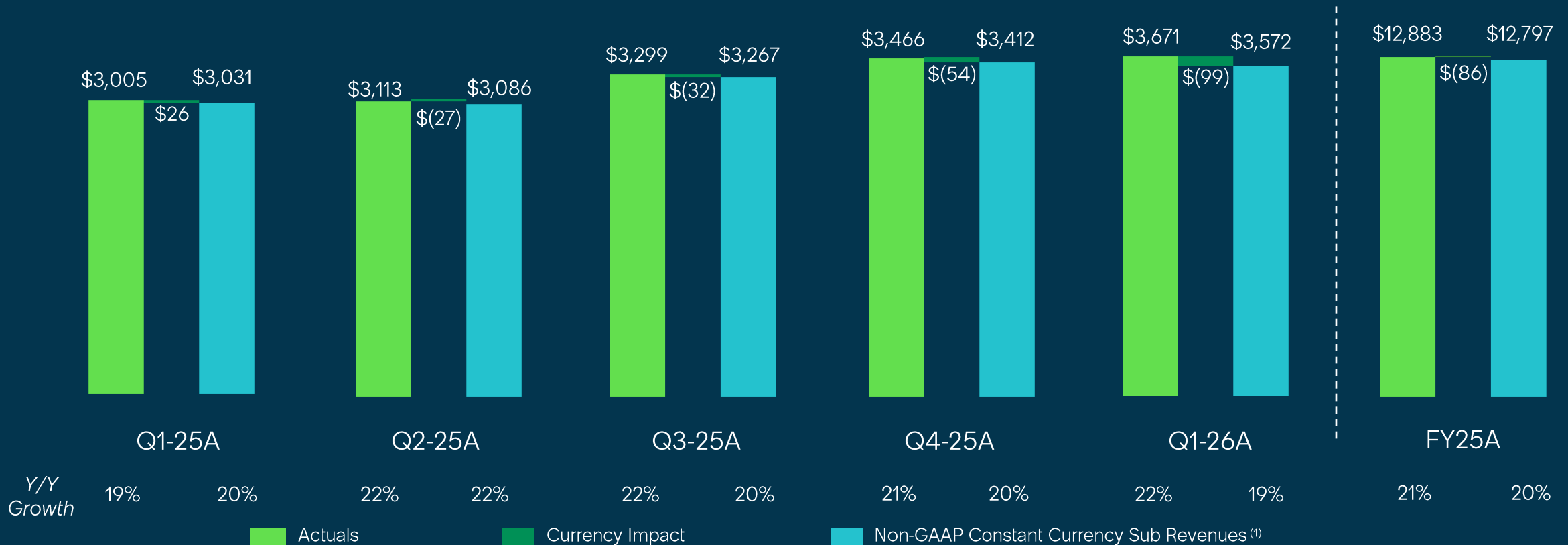


■ Previous Year Growth
 ■ Actual Growth
 ■ Non-GAAP Constant Currency Sub Revenue Growth ⁽¹⁾

(1) Non-GAAP subscription revenues growth rates are adjusted only for constant currency and derived by adjusting subscription revenues for constant currency by applying the average exchange rates in effect during the comparison period rather than the actual average exchange rate in effect during the current period and excluding any gains or losses from foreign currency hedge contracts.
 Note: Numbers are rounded to the nearest whole percentage for presentation purposes.

Currency Impact to Year-Over-Year Sub. Revenues

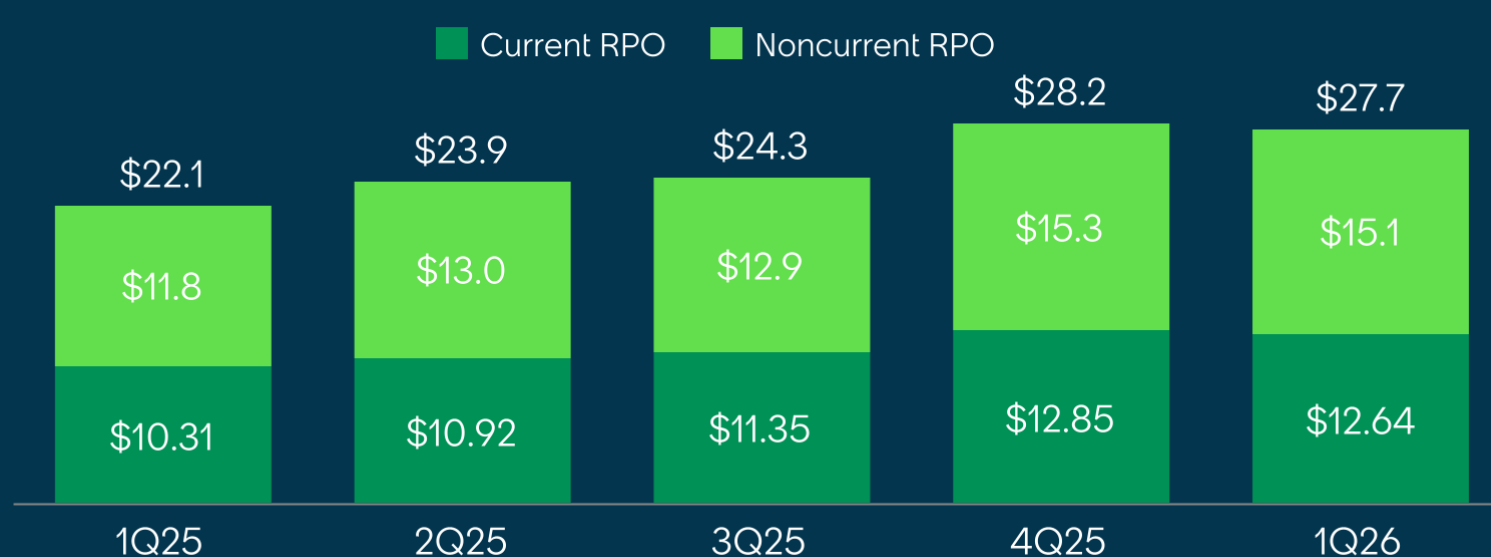
Subscription Revenues (\$M)



(1) Non-GAAP constant currency subscription revenues and the corresponding growth figures are adjusted only for constant currency and derived by applying the average exchange rates in effect during the comparison period rather than the actual average exchange rate in effect during the current period and excluding any gains or losses from foreign currency hedge contracts.
 Note: Numbers are rounded to the nearest whole percentage for presentation purposes.

Remaining Performance Obligations (RPO)

(\$B)



Q1-26
Y/Y Growth
+25% / +23.5% cc⁽¹⁾
Total RPO

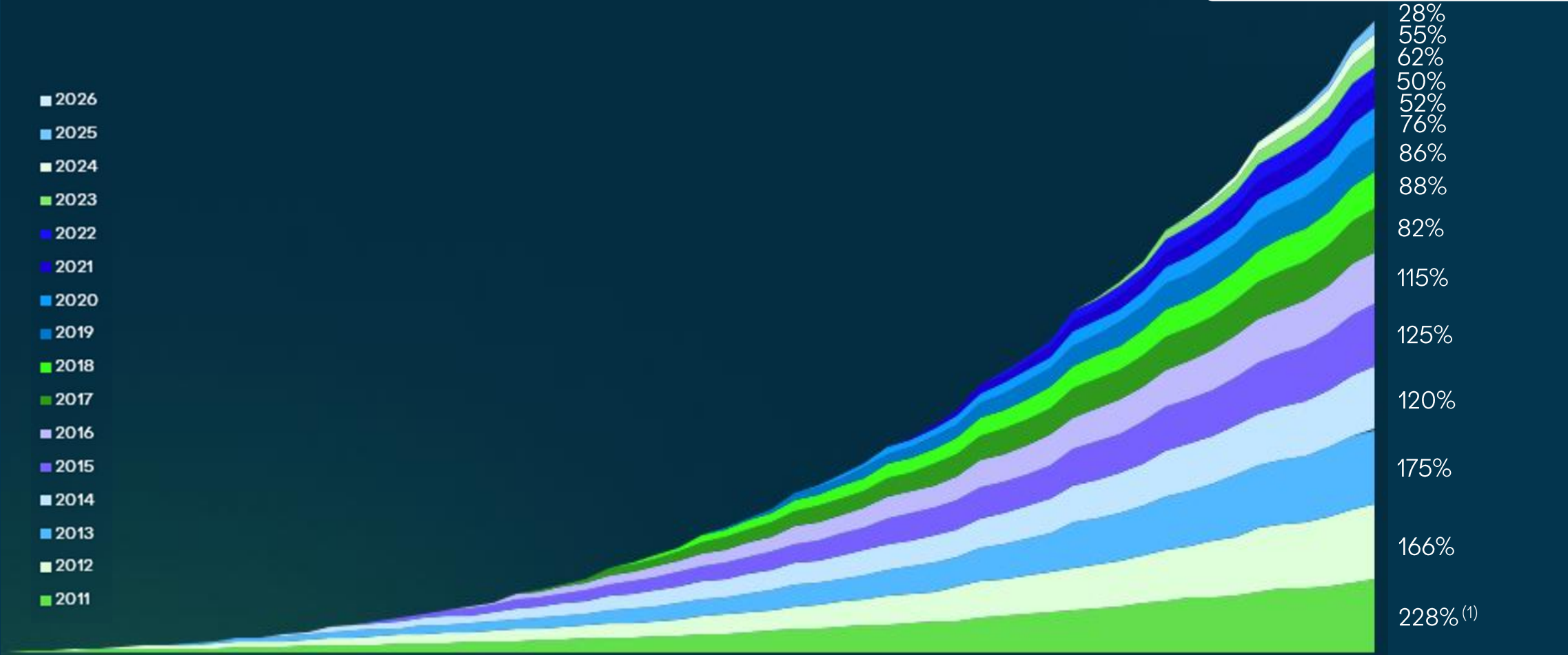
cRPO Y/Y Growth	22%	24.5%	21%	25%	22.5%
cRPO cc ⁽¹⁾ Y/Y Growth	22%	21.5%	20.5%	21%	21%

(1) The total RPO and current RPO growth rates are adjusted only for constant currency. Results for entities reporting in currencies other than U.S. Dollars are converted into U.S. Dollars at the exchange rates in effect at the end of the comparison period, rather than the actual exchange rates in effect at the end of the current period.

Note: Numbers rounded for presentation purposes.

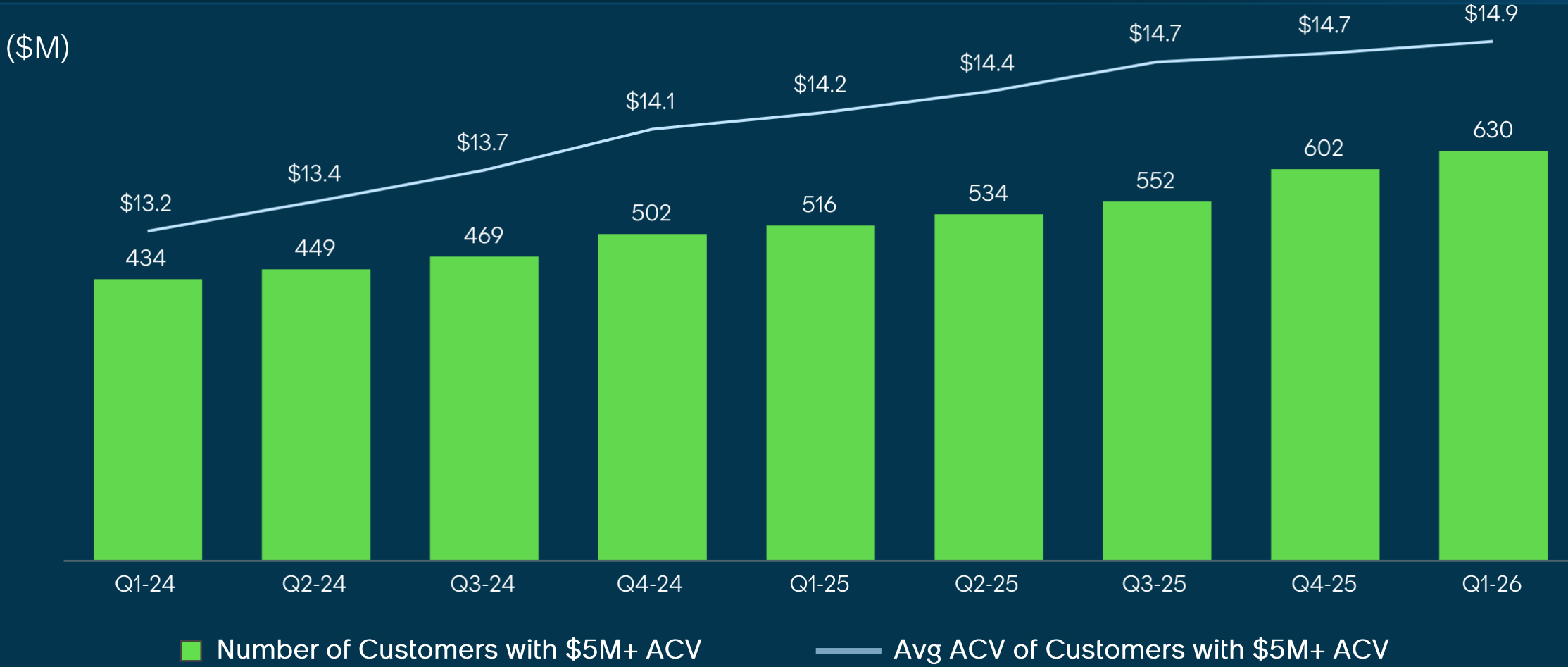
Customer Cohort Growth

Annual Growth of Initial ACV



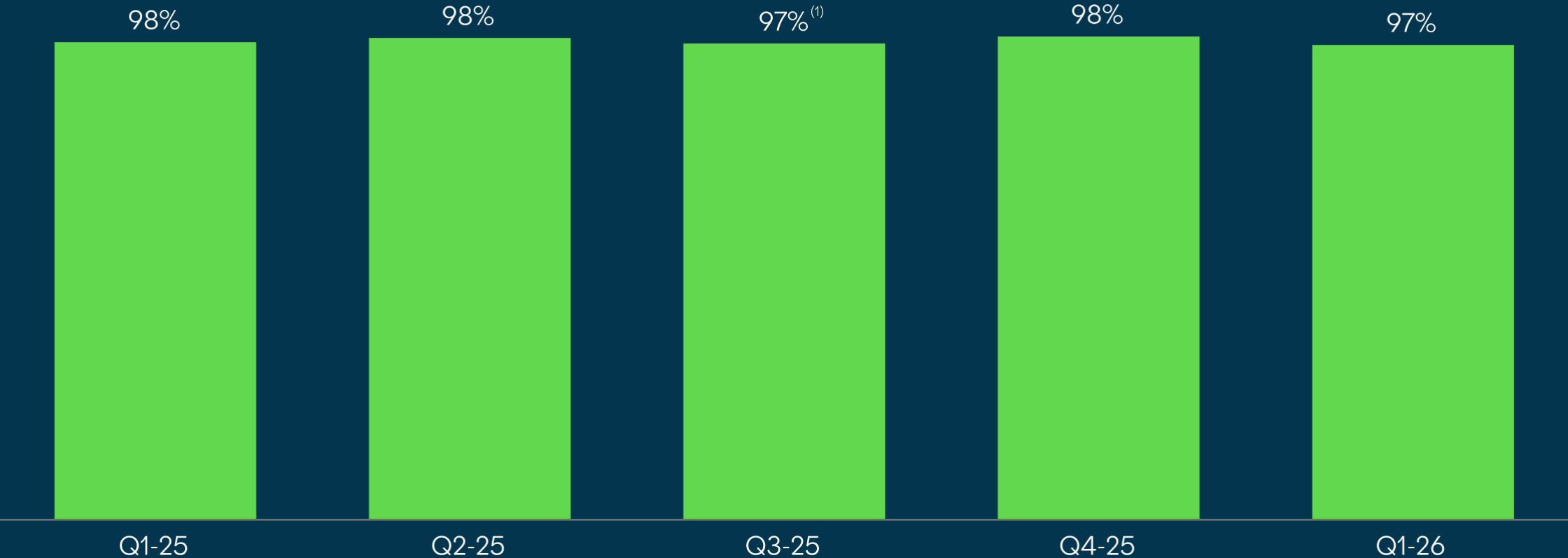
(1) As an illustrative example, the 2011 customer cohort started with a contract of initial ACV (annual contract value) of \$100 and grew to ACV of \$3,520 as of Q1-26 and represents annual growth of initial ACV of 228%.
 Note: Chart reflects growth in total annual contract value over time, inclusive of losses, for the group of customers that joined ServiceNow in each respective year. Annual Growth represents increases in total annual contract value after the initial contract of each customer.

Expansion of Customer Relationships



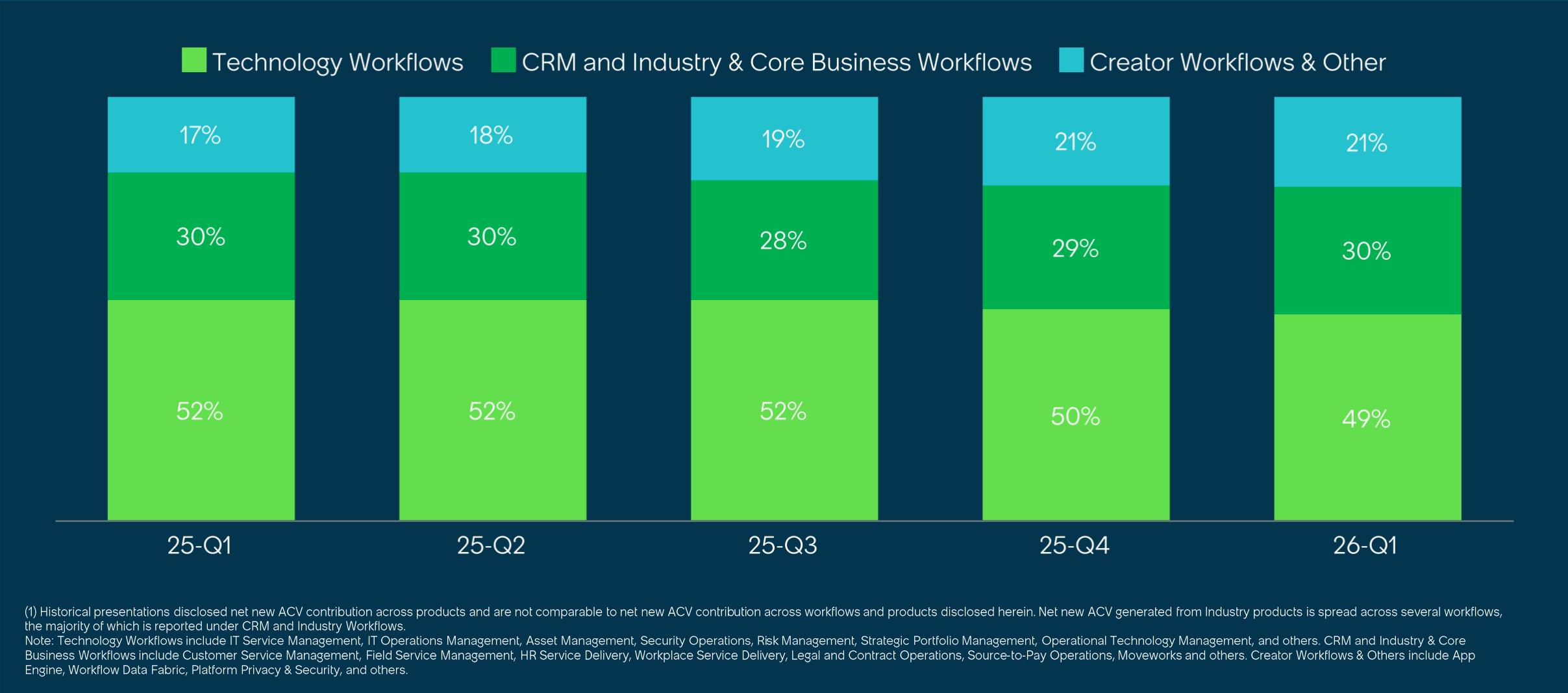
Note: Previously disclosed number of customers with ACV greater than \$5 million is restated to allow for comparability. ACV is calculated based on the foreign exchange rate in effect at the time the contract was entered into. Foreign exchange rate fluctuations could cause some variability in the number of customers with ACV greater than \$5 million.

Renewal Rate



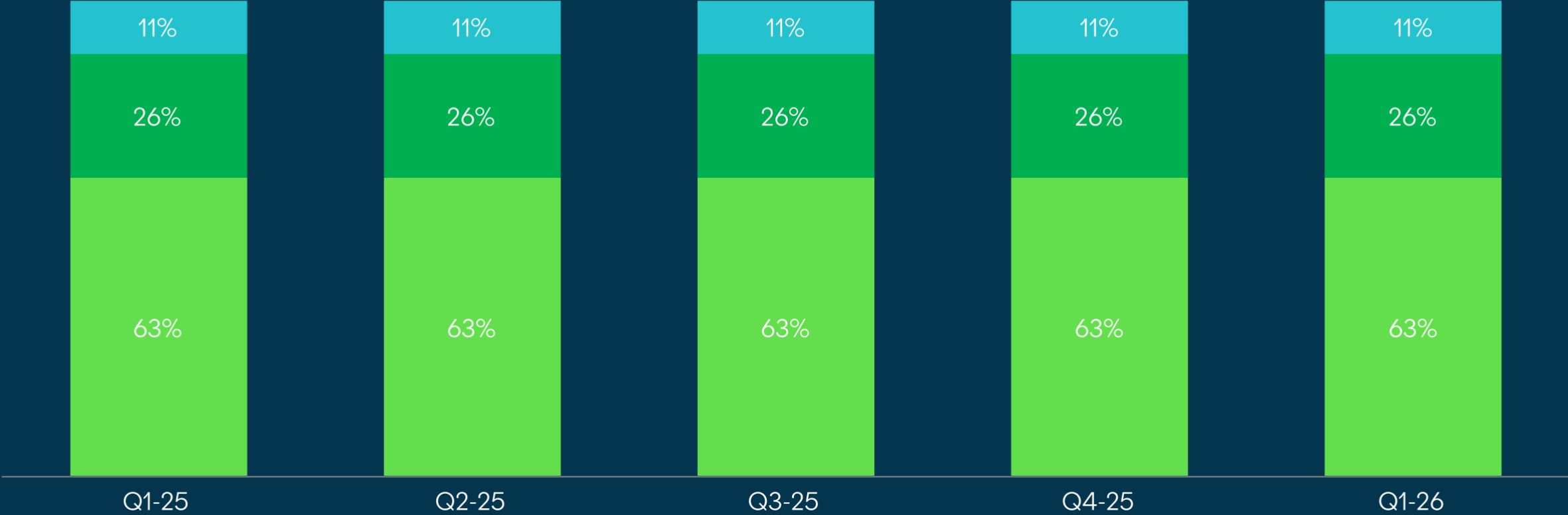
(1) Excluding the closure of a large US Federal agency, Q3 2025 renewal rate would be 98%.
Note: We adjust our Renewal Rate for acquisitions, consolidations and other customer events that cause the merging of two or more accounts occurring at the time of renewal.

Trailing Twelve Month Net New ACV Contribution Across Workflows and Products⁽¹⁾



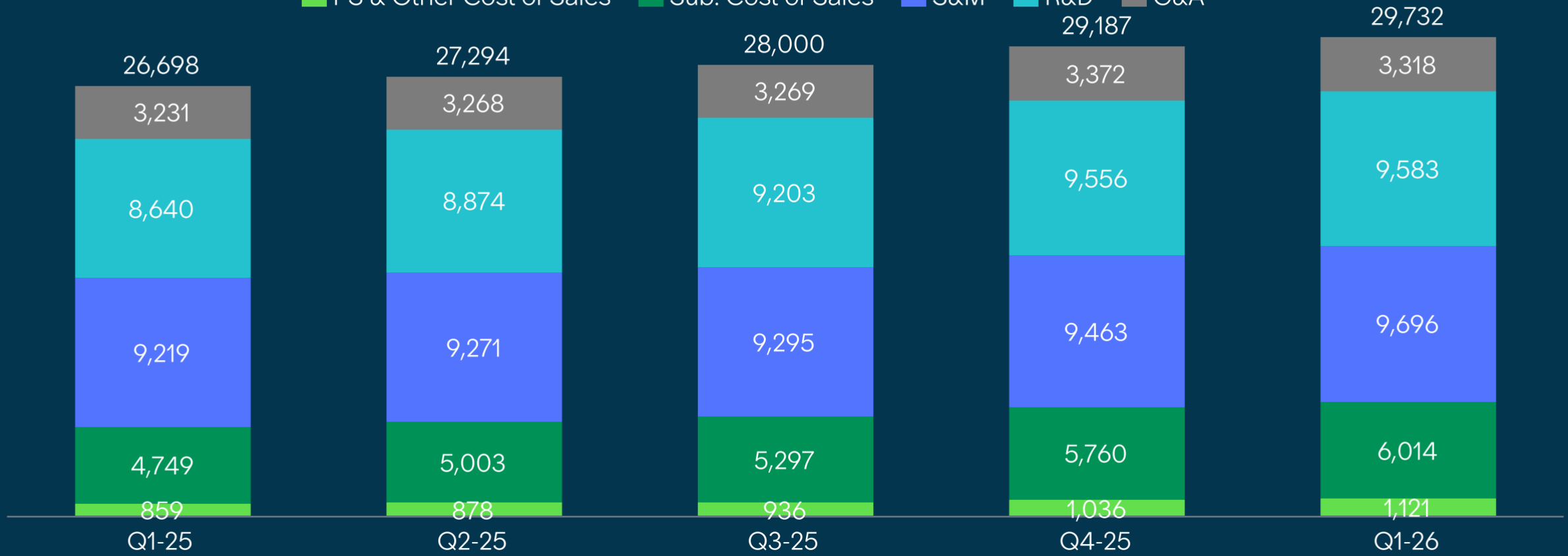
Trailing Twelve Month GAAP Revenues by Geography

North America EMEA APAC & Other



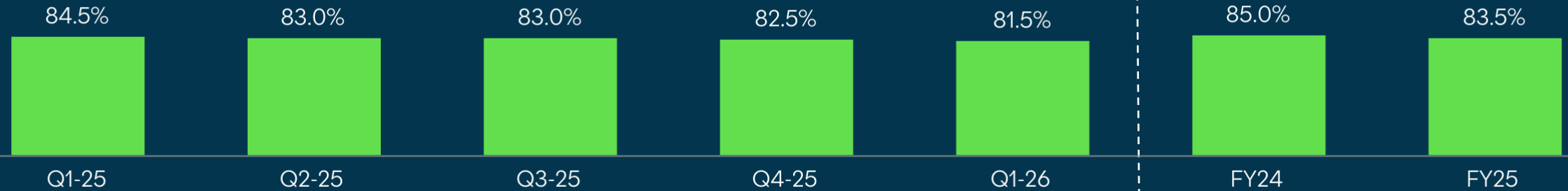
Headcount by Department

■ PS & Other Cost of Sales
 ■ Sub. Cost of Sales
 ■ S&M
 ■ R&D
 ■ G&A

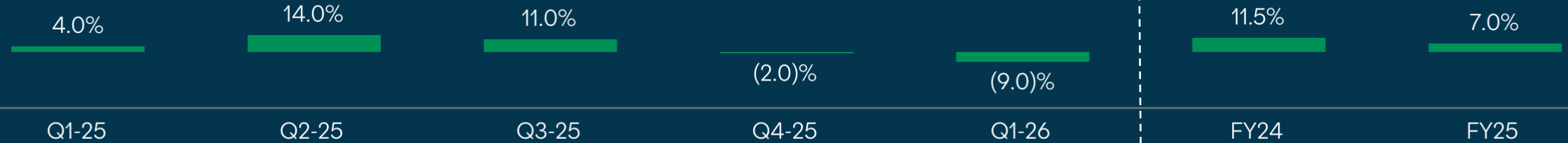


Non-GAAP Gross Margins

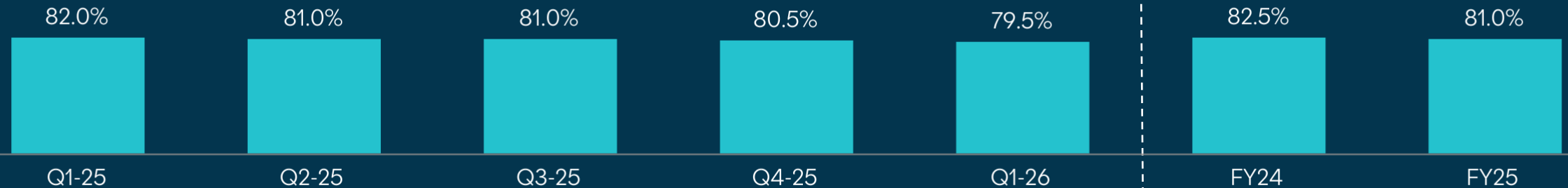
Non-GAAP Subscription Gross Margin



Non-GAAP PS & Other Gross Margin



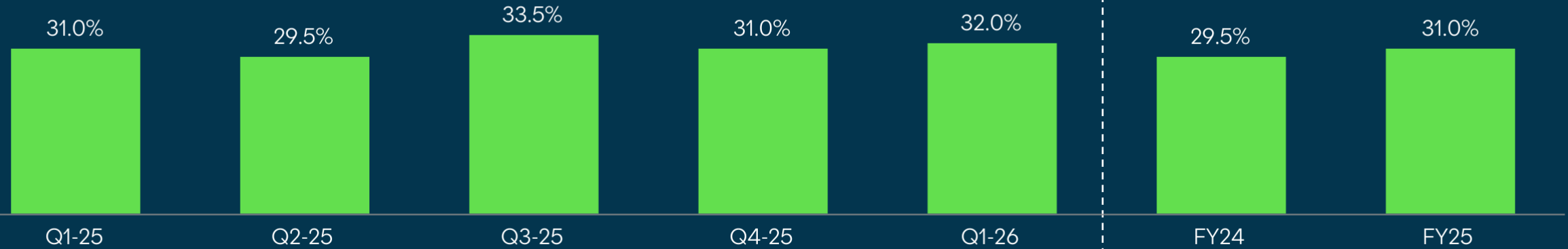
Non-GAAP Total Gross Margin



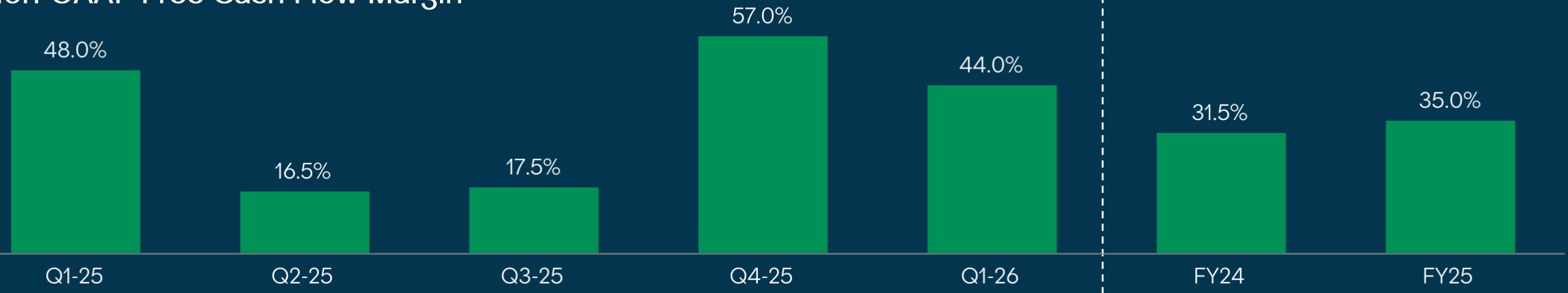
Note: All figures are calculated on a non-GAAP basis. See appendix for reconciliation of non-GAAP financial measures.

Non-GAAP Operating and Free Cash Flow Margins

Non-GAAP Operating Margin



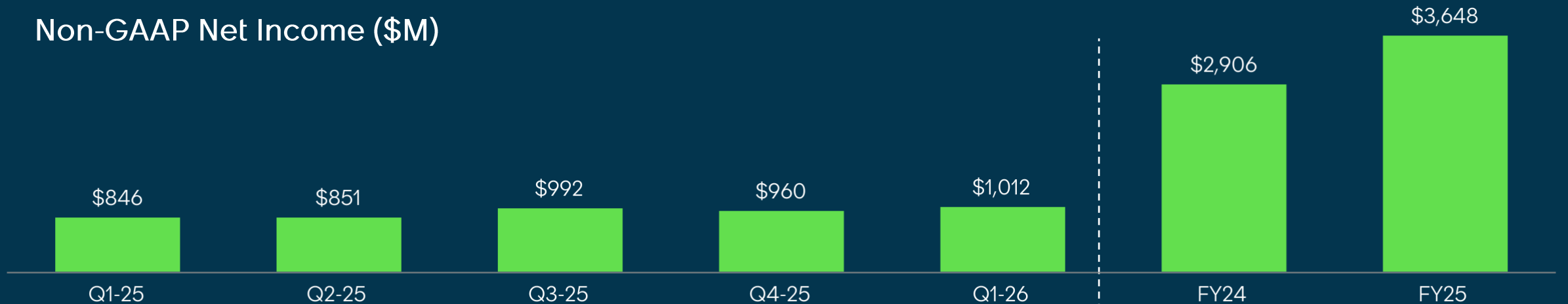
Non-GAAP Free Cash Flow Margin



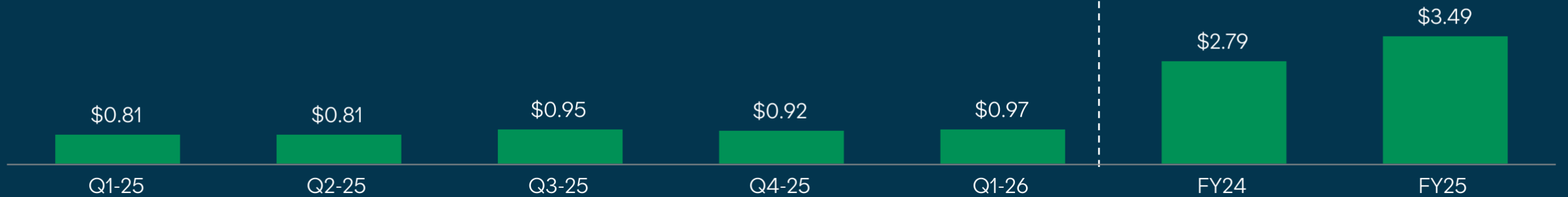
Note: All figures are calculated on a non-GAAP basis. See appendix for reconciliation of non-GAAP financial measures.

Non-GAAP Net Income and Diluted EPS

Non-GAAP Net Income (\$M)



Non-GAAP Diluted EPS



Note: All figures are calculated on a non-GAAP basis. See appendix for reconciliation of non-GAAP financial measures.
 Non-GAAP diluted EPS historical periods have been restated to reflect the 5-to-1 stock split and the exclusion of gains and losses on strategic investments
 Non-GAAP Net Income historical periods have been restated to reflect the exclusion of gains and losses on strategic investments

GAAP to Non-GAAP Reconciliation and Supplemental Information

GAAP to Non-GAAP Reconciliation – Other

in millions (except %'s and per share data)	2024	Margin	Q1'25	Margin	Q2'25	Margin	Q3'25	Margin	Q4'25	Margin	2025	Margin	Q1'26	Margin	Q2'26E	Margin	2026E	Margin	
GAAP Subscription Gross Profit	\$8,704	82%	\$ 2,444	81.5%	\$ 2,488	80%	\$2,633	80%	\$ 2,749	79.5%	\$10,314	80%	\$ 2,851	77.5%	N/A	N/A	N/A	N/A	76%
(+) Subscription SBC	\$ 250	2.5%	\$ 68	2.5%	\$ 76	2.5%	\$ 78	2.5%	\$ 78	2.5%	\$ 300	2.5%	\$ 84	2.5%	N/A	N/A	N/A	N/A	2%
(+) Subscription Amort of Purchased Intangibles	\$ 84	1%	\$ 20	0.5%	\$ 23	0.5%	\$ 32	1%	\$ 39	1%	\$ 114	1%	\$ 61	1.5%	N/A	N/A	N/A	N/A	3%
(+) Business Combination and Other Related Costs	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	N/A	N/A	N/A	N/A	0%
(+) Severance Costs	-	0%	-	0%	\$ 3	0%	\$ 1	0%	\$ 1	0%	\$ 5	0%	\$ 1	0%	N/A	N/A	N/A	N/A	0%
Non-GAAP Subscription Gross Profit	\$9,038	85%	\$ 2,532	84.5%	\$ 2,590	83%	\$2,744	83%	\$ 2,867	82.5%	\$10,733	83.5%	\$ 2,997	81.5%	N/A	N/A	N/A	N/A	81.5%
GAAP Professional Services and Other Gross Profit (Loss)	\$ (7)	(2%)	\$ (7)	(8.5%)	\$ 3	3%	\$ -	0.5%	\$ (15)	(13.5%)	\$ (19)	(4.5%)	\$ (21)	(21%)	N/A	N/A	N/A	N/A	N/A
(+) Professional Services and Other SBC	\$ 46	13.5%	\$ 11	13%	\$ 11	11%	\$ 11	10.5%	\$ 11	11%	\$ 44	11%	\$ 12	11.5%	N/A	N/A	N/A	N/A	N/A
(+) Severance Costs	-	0%	-	0%	-	0%	\$ 1	0.5%	\$ 2	0.5%	\$ 3	0.5%	\$ -	0.5%	N/A	N/A	N/A	N/A	N/A
Non-GAAP Professional Services and Other Gross Profit	\$ 39	11.5%	\$ 4	4%	\$ 14	14%	\$ 12	11%	\$ (2)	(2%)	\$ 28	7%	\$ (9)	(9%)	N/A	N/A	N/A	N/A	N/A
GAAP Gross Profit	\$8,697	79%	\$ 2,437	79%	\$ 2,491	77.5%	\$2,633	77.5%	\$ 2,734	76.5%	\$10,295	77.5%	\$ 2,830	75%	N/A	N/A	N/A	N/A	N/A
(+) SBC	\$ 296	2.5%	\$ 79	2.5%	\$ 87	2.5%	\$ 89	2.5%	\$ 89	2.5%	\$ 344	2.5%	\$ 96	2.5%	N/A	N/A	N/A	N/A	N/A
(+) Amort of Purchased Intangibles	\$ 84	1%	\$ 20	0.5%	\$ 23	0.5%	\$ 32	1%	\$ 39	1%	\$ 114	1%	\$ 61	1.5%	N/A	N/A	N/A	N/A	N/A
(+) Severance Costs	-	0%	-	0%	\$ 3	0%	\$ 2	0%	\$ 3	0%	\$ 8	0%	\$ 1	0%	N/A	N/A	N/A	N/A	N/A
Non-GAAP Gross Profit	\$9,077	82.5%	\$ 2,536	82%	\$ 2,604	81%	\$2,756	81%	\$ 2,865	80.5%	\$10,761	81%	\$ 2,988	79.5%	N/A	N/A	N/A	N/A	N/A
GAAP Income from Operations	\$1,364	12.5%	\$ 451	14.5%	\$ 358	11%	\$ 572	17%	\$ 443	12.5%	\$ 1,824	13.5%	\$ 503	13.5%	N/A	N/A	3.5%	N/A	11%
(+) SBC	\$1,746	16%	\$ 470	15%	\$ 499	15.5%	\$ 492	14.5%	\$ 494	14%	\$ 1,955	14.5%	\$ 558	15%	N/A	N/A	16%	N/A	15%
(+) Amort of Purchased Intangibles	\$ 94	1%	\$ 21	0.5%	\$ 25	1%	\$ 33	1%	\$ 41	1%	\$ 120	1%	\$ 77	2%	N/A	N/A	4%	N/A	4%
(+) Business Combination and Other Related Costs	\$ 33	0.5%	\$ 11	0.5%	\$ 14	0.5%	\$ 19	0.5%	\$ 65	2%	\$ 109	1%	\$ 43	1%	N/A	N/A	2%	N/A	1%
(+) Impairment of Assets	-	0%	-	0%	\$ 30	1%	-	0%	-	0%	\$ 30	0%	-	0%	N/A	N/A	0%	N/A	0%
(+) Severance Costs	-	0%	-	0%	\$ 29	1%	\$ 24	0.5%	\$ 21	0.5%	\$ 74	0.5%	\$ 18	0.5%	N/A	N/A	1%	N/A	0%
(+) Legal Settlements	\$ 17	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	N/A	N/A	0%	N/A	0%
(+) Contract Termination Costs	-	0%	-	0%	-	0%	-	0%	\$ 37	1%	\$ 37	0.5%	\$ -	0%	N/A	N/A	0%	N/A	0%
Non-GAAP Income from Operations	\$3,254	29.5%	\$ 953	31%	\$ 955	29.5%	\$1,140	33.5%	\$ 1,101	31%	\$ 4,149	31%	\$ 1,199	32%	N/A	N/A	26.5%	N/A	31.5%
GAAP Net Income	\$1,425	13%	\$ 460	15%	\$ 385	12%	\$ 502	14.5%	\$ 401	11%	\$ 1,748	13%	\$ 469	12.5%	N/A	N/A	N/A	N/A	N/A
(+) SBC	\$1,746	16%	\$ 470	15%	\$ 499	15.5%	\$ 492	14.5%	\$ 494	14%	\$ 1,955	14.5%	\$ 558	15%	N/A	N/A	N/A	N/A	N/A
(+) Amort of Purchased Intangibles	\$ 94	1%	\$ 21	0.5%	\$ 25	1%	\$ 33	1%	\$ 41	1%	\$ 120	1%	\$ 77	2%	N/A	N/A	N/A	N/A	N/A
(+) Business Combination and Other Related Costs	\$ 33	0.5%	\$ 11	0.5%	\$ 14	0.5%	\$ 19	0.5%	\$ 65	2%	\$ 109	1%	\$ 43	1%	N/A	N/A	N/A	N/A	N/A
(+) Impairment of Assets	-	0%	-	0%	\$ 30	1%	-	0%	-	0%	\$ 30	0%	-	0%	N/A	N/A	N/A	N/A	N/A
(+) Severance Costs	-	0%	-	0%	\$ 29	1%	\$ 24	0.5%	\$ 21	0.5%	\$ 74	0.5%	\$ 18	0.5%	N/A	N/A	N/A	N/A	N/A
(+) Legal Settlements	\$ 17	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	N/A	N/A	N/A	N/A	N/A
(+) Contract Termination Costs	-	0%	-	0%	-	0%	-	0%	\$ 37	1%	\$ 37	0.5%	\$ -	0%	N/A	N/A	N/A	N/A	N/A
(+) (Gains)/losses on strategic investments, net ⁽³⁾	\$ 5	0%	\$ 0	0%	\$ (5)	0%	\$ (22)	-0.5%	\$ 1	0%	\$ (26)	0%	\$ (87)	-2.5%	N/A	N/A	N/A	N/A	N/A
(-) Income Tax Expense Effects Related to the Above Adjustments ⁽¹⁾⁽²⁾	\$ (414)	-4%	\$ (116)	-4%	\$ (127)	-4%	\$ (56)	-1.5%	\$ (100)	-3%	\$ (399)	-3%	\$ (66)	-2%	N/A	N/A	N/A	N/A	N/A
Non-GAAP Net Income ⁽³⁾	\$2,906	26.5%	\$ 846	27.5%	\$ 851	26.5%	\$ 992	29%	\$ 960	27%	\$ 3,648	27.5%	\$ 1,012	27%	N/A	N/A	N/A	N/A	N/A
Weighted-Average Shares Used to Compute Net Income per Share - Diluted ⁽²⁾	1,042	N/A	1,047	N/A	1,047	N/A	1,048	N/A	1,047	N/A	1,047	N/A	1,040	N/A	1,040	N/A	1,040	N/A	N/A
GAAP Net Income per Share - Diluted ⁽²⁾	\$ 1.37	N/A	\$ 0.44	N/A	\$ 0.37	N/A	\$ 0.48	N/A	\$ 0.38	N/A	\$ 1.67	N/A	\$ 0.45	N/A	N/A	N/A	N/A	N/A	N/A
Non-GAAP Net Income per Share - Diluted ⁽²⁾	\$ 2.79	N/A	\$ 0.81	N/A	\$ 0.81	N/A	\$ 0.95	N/A	\$ 0.92	N/A	\$ 3.49	N/A	\$ 0.97	N/A	N/A	N/A	N/A	N/A	N/A
GAAP Net Cash Provided by Operating Activities	\$4,267	39%	\$ 1,677	54.5%	\$ 716	22.5%	\$ 813	24%	\$ 2,238	62.5%	\$ 5,444	41%	\$ 1,670	44.5%	N/A	N/A	N/A	N/A	39%
(-) Purchases of Property and Equipment	\$ (852)	(8%)	\$ (205)	(6.5%)	\$ (190)	(6%)	\$ (235)	(7%)	\$ (238)	(6.5%)	\$ (868)	(6.5%)	\$ (141)	(3.5%)	N/A	N/A	N/A	N/A	(5%)
(+) Cash Paid for Legal Settlements	\$ 17	0%	-	0%	-	0%	-	0%	-	0%	-	0.0%	-	0%	N/A	N/A	N/A	N/A	0%
(+) Business combination and other related costs	\$ 23	0%	\$ 5	0%	\$ 9	0.5%	\$ 14	0.5%	\$ 32	1%	\$ 60	0.5%	\$ 136	3.5%	N/A	N/A	N/A	N/A	1%
Non-GAAP Free Cash Flow	\$3,455	31.5%	\$ 1,477	48%	\$ 535	16.5%	\$ 592	17.5%	\$ 2,032	57%	\$ 4,636	35%	\$ 1,665	44%	N/A	N/A	N/A	N/A	35%

⁽¹⁾ We use a non-GAAP effective tax rate for evaluating our operating results to provide consistency across reporting periods. Based on our long-term projections, we are using a non-GAAP tax rate of 21% and 20% for the three months ended March 31, 2026 and 2024, respectively. This non-GAAP tax rate could change for various reasons including significant changes in our geographic earnings mix or fundamental tax law changes in major jurisdictions in which we operate.

⁽²⁾ Prior period results have been retroactively adjusted to reflect the effects of the five-for-one stock split, which was effective December 17, 2025

⁽³⁾ Prior period results have been retroactively adjusted to reflect the exclusion of gains and losses on strategic investments

Note: Numbers rounded for presentation purposes and may not foot.

Supplemental Information

in millions	Q1'25	Q2'25	Q3'25	Q4'25	2025	Q1'26
Stock-based compensation						
Cost of revenues:						
Subscription	\$ 68	\$ 76	\$ 78	\$ 78	\$ 300	\$ 84
Professional services and other	\$ 11	\$ 11	\$ 11	\$ 11	\$ 44	\$ 12
Operating expenses:						
Sales and marketing	\$ 148	\$ 155	\$ 141	\$ 142	\$ 586	\$ 150
Research and development	\$ 185	\$ 196	\$ 203	\$ 207	\$ 791	\$ 236
General and administrative	\$ 58	\$ 61	\$ 59	\$ 56	\$ 234	\$ 76
Total stock-based compensation	\$ 470	\$ 499	\$ 492	\$ 494	\$ 1,955	\$ 558
Amortization of purchase intangibles						
Cost of revenues:						
Subscription	\$ 20	\$ 23	\$ 32	\$ 39	\$ 114	\$ 61
Professional services and other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Operating expenses:						
Sales and marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15
Research and development	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
General and administrative	\$ 1	\$ 2	\$ 1	\$ 2	\$ 6	\$ 1
Total amortization of purchase intangibles	\$ 21	\$ 25	\$ 33	\$ 41	\$ 120	\$ 77
Business combinations and other related costs						
Cost of revenues:						
Subscription	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Professional services and other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Operating expenses:						
Sales and marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1
Research and development	\$ 2	\$ 2	\$ 2	\$ 6	\$ 12	\$ 2
General and administrative	\$ 9	\$ 12	\$ 17	\$ 59	\$ 97	\$ 40
Total Business combinations and other related costs	\$ 11	\$ 14	\$ 19	\$ 65	\$ 109	\$ 43
Impairment of assets						
Cost of revenues:						
Subscription	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Professional services and other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Operating expenses:						
Sales and marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Research and development	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
General and administrative	\$ -	\$ 30	\$ -	\$ -	\$ 30	\$ -
Total Impairment of assets	\$ -	\$ 30	\$ -	\$ -	\$ 30	\$ -
Severance costs						
Cost of revenues:						
Subscription	\$ -	\$ 3	\$ 2	\$ 1	\$ 5	\$ 1
Professional services and other	\$ -	\$ -	\$ -	\$ 2	\$ 3	\$ -
Operating expenses:						
Sales and marketing	\$ -	\$ 19	\$ 17	\$ 11	\$ 47	\$ 9
Research and development	\$ -	\$ 5	\$ 2	\$ 2	\$ 9	\$ 3
General and administrative	\$ -	\$ 2	\$ 3	\$ 5	\$ 10	\$ 5
Total Severance costs	\$ -	\$ 29	\$ 24	\$ 21	\$ 74	\$ 18
Contract termination costs						
Cost of revenues:						
Subscription	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Professional services and other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Operating expenses:						
Sales and marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Research and development	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
General and administrative	\$ -	\$ -	\$ -	\$ 37	\$ 37	\$ -
Total Contract termination costs	\$ -	\$ -	\$ -	\$ 37	\$ 37	\$ -
Cash flow hedge impact						
Revenues:						
Subscription	\$ 9	\$ (17)	\$ (16)	\$ (18)	\$ (42)	\$ (8)
Total Cash flow hedge impact	\$ 9	\$ (17)	\$ (16)	\$ (18)	\$ (42)	\$ (8)

Note: Numbers rounded for presentation purposes and may not foot.

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