NEWS RELEASE

HPE selects ServiceNow to transform support services for its Cloud & AI business

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ServiceNow Super Intelligence Control Tower will enable HPE to accelerate AI-driven innovation while discovering, governing, securing, observing, and measuring AI

SANTA CLARA, Calif.--(BUSINESS WIRE)-- **ServiceNow** (NYSE: NOW), the Super Intelligence Control Tower for business reinvention, today announced that HPE selected ServiceNow as the foundation of the support services for its Cloud & AI business. The five-year agreement enables HPE to deliver AI-powered support at scale.

With ServiceNow, HPE saw an opportunity to build a superior and differentiated support experience for customers, partners, and team members. By connecting workflows on a platform that governs and manages AI at scale, ServiceNow will help HPE teams work in a simpler way, use AI and automation more effectively, and deliver faster, more efficient, and proactive support.

“HPE is a market innovator, and it is reimagining how its customers get help by connecting every case, dispatch and AI workflow into one operating model,” said Paul Fipps, president of global customer operations at ServiceNow. “The impact: cases resolved faster, field teams informed at every step, and AI governed in real time. With the Super Intelligence Control Tower, HPE can see every AI initiative in action and secure, govern and measure its value to scale what works.”

“Support is a critical part of the customer experience, and our goal is to make that experience easier, faster, and more personalized,” said Mark Bakker, executive vice president and general manager, Operations, HPE. “ServiceNow gives us a single foundation to connect teams, streamline processes, and use AI and automation to deliver a more seamless experience across our Cloud & AI support services.”

HPE selected the ServiceNow AI Platform to create a single foundation for case and service management and operations in its Cloud & AI business. The planned implementation includes:

- ServiceNow Super Intelligence Control Tower: Will provide a central control plane to discover, secure, govern, observe, and measure AI agents, models, and identities across the support services for HPE's Cloud & AI business. This moves HPE beyond visibility into active control of its support services AI. The Super Intelligence Control Tower will enable HPE to discover and monitor AI activity, apply NIST and EU AI Act compliance frameworks out of the box, and detect when an agent operates outside its permissions, stopping it in real time.
- Technology Provider Service Management (TPSM): Will centralize case and ticket management, consolidating support requests in a single system to help HPE resolve issues faster. ServiceNow AI agents will help HPE identify early warning signs, automate service tasks, take action to protect recurring revenue while keeping service costs low.
- Customer Service Management (CSM): Will help HPE track and resolve customer requests across multiple channels and omnichannel self-service, with structured playbooks and workflows, supported by generative AI, configurable workspaces, and native integration to Field Service Management.
- Field Service Management (FSM): Will optimize field technician scheduling and dispatching. ServiceNow will help HPE match technicians to work orders based on skill, location, availability, and parts on hand, which will reduce travel time and improve first-time fix rates.
- Workflow Data Fabric (WDF): Will connect and unify data across HPE's support systems, helping to eliminate silos and provide end-to-end visibility. HPE employees will be able to access data without building custom integrations or copying it.
- Hardware Asset Management (HAM): Will give HPE visibility into customer assets, proactively tracking each asset's ownership and location from a single view. It will also help HPE automate the Return Merchandise Authorization (RMA) process, streamlining how products are returned, replaced, or repaired.
- Service Exchange: Will connect separate ServiceNow instances to enable seamless multi-party workflows, service delivery, and real-time collaboration across enterprise customers, suppliers, and system integrators.

About ServiceNow

ServiceNow (NYSE: NOW) is the Super Intelligence Control Tower for business reinvention. The ServiceNow platform integrates with any model, any cloud, and any data source to orchestrate, govern, and secure work across the agentic enterprise. ServiceNow gives customers the enterprise context and control to build and scale confidently. With more than 100 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous work for IT, CRM, Security, Employee Experience, and more. Learn how ServiceNow puts AI to work for people at **www.servicenow.com**.

Forward-Looking Statements

This press release contains “forward-looking statements” about the expectations, beliefs, plans, and intentions relating to ServiceNow’s relationship with HPE. Such statements include statements regarding future product capabilities and offerings and expected benefits. 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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