NEWS RELEASE

ServiceNow named a Leader in the 2026 IDC MarketScape for worldwide AIOps

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Key strengths for ServiceNow are unified decision intelligence, governed automation, and agentic capabilities

ServiceNow is positioned as a Leader in the IDC MarketScape: Worldwide AIOps 2026 Vendor Assessment. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market.

According to the IDC MarketScape, "ServiceNow anchors the AIOps decision cycle from outcome capture to governed implementation by binding alerts to Configuration Items, grounding prioritization in service maps and SLO risk, proposing automation via learning-enhanced playbooks, and executing through Flow Designer with role-based approvals, audit trails, and change controls. This unified workspace treats detection and correlation as inputs to decisions rather than end states."

"Most AIOps tools tell you something is wrong. ServiceNow tells you what to do about it and helps close the loop by executing a fix with governed automation tied to real business outcomes," said Jeff Hausman, executive vice president and general manager, Technology Workflows, ServiceNow. "That's what was recognized and what our customers experience every day — autonomous and proactive operations."

Customers putting AIOps to work

ServiceNow delivers an integrated operational intelligence solution, which is foundational to achieve Autonomous IT. The ServiceNow AIOps solution links business service outcomes, CMDB-backed prioritization, and governed automation execution in a single workspace with AIOps as the foundation. City of Raleigh uses ServiceNow AI

specialists to document IT tasks and automate routine work, the city saved the equivalent of a full month of time, with its virtual agent Ral-E achieving a 98% deflection rate across internal operations.

“As a smart city built on innovation and service, Raleigh uses ServiceNow as our unified platform to deliver AI-powered experiences for nearly 500,000 residents,” said Mark Wittenburg, Chief Information Officer, City of Raleigh. “With ServiceNow AI Agents documenting IT tasks and automating routine work, we’ve saved the equivalent of a full month of time while empowering employees to focus on meaningful service. Our virtual agent, Ral-E, is transforming internal operations with a 98% deflection rate and measurable daily impact. We’re building a people-focused, AI-powered city that sets the standard for responsible, modern government.”

Transforming ServiceNow Autonomous IT with AIOps

ServiceNow's own IT operations team adopted AIOps with a goal of driving toward zero outages and zero user-reported incidents. The company saves an estimated $2.3M annually with a 98% reduction in events to alerts with AIOps.

A complimentary excerpt of the IDC MarketScape: Worldwide AIOps 2026 Vendor Assessment is available at **https://www.servicenow.com/standard/resource-center/analyst-report/ar-servicenow-idc-marketscape-ww-aiops-2026.html**.

About IDC MarketScape:

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of technology and service suppliers in a given market. The research utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each supplier’s position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of technology suppliers can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective suppliers.

IDC MarketScape: Worldwide AIOps 2026 Vendor Assessment, #US54116226, March 2026