

ServiceNow Launches Revolutionary New Product

ServiceNow

****FOR IMMEDIATE RELEASE** **ServiceNow Announces General Availability of AI-Powered Service Operations Workspace, Revolutionizing IT Incident Management**** SANTA CLARA, CA – October 26, 2023 – ServiceNow (NYSE: NOW), the leading digital workflow company, today announced the general availability of its AI-powered Service Operations Workspace, a unified platform designed to modernize and automate IT incident management, delivering significantly improved incident resolution times and enhanced employee experiences. The Service Operations Workspace leverages ServiceNow's powerful AI and machine learning capabilities to predict, prevent, and proactively resolve IT incidents before they impact employees and customers. This new workspace consolidates critical data from disparate IT systems into a single pane of glass, providing IT teams with a comprehensive view of the IT landscape. Features include automated root cause analysis, intelligent routing of incidents to the right resources, and proactive recommendations for remediation based on historical data and pattern recognition. This reduces mean time to resolution (MTTR), increases operational efficiency, and frees up IT staff to focus on strategic initiatives. Early adopters have reported a 25% reduction in incident volume and a 40% improvement in resolution times. "In today's fast-paced digital environment, downtime is simply unacceptable," said CJ Desai, President and Chief Operating Officer at ServiceNow. "The AI-powered Service Operations Workspace is a game-changer for IT organizations, empowering them to proactively address issues, resolve incidents faster, and ultimately deliver exceptional experiences for their employees and customers. This represents a significant step forward in our commitment to helping organizations automate and streamline their IT operations." ServiceNow is a digital workflow company committed to making the world work better for everyone. Our cloud-based platform and solutions digitize and unify workflows, so people find smarter, faster, better ways to get work done. More than 7,700 customers worldwide use ServiceNow to simplify and accelerate business transformation. Contact: Contact (support@servicenow.com)