



ServiceNow - Veza

MN-85002

Phase 1 Determination

Acquisition may be put into effect

10 February 2026

1. Determination and statement of reasons

Notified acquisition	ServiceNow, Inc. (ServiceNow)’s proposed acquisition of 100% of the issued shares in Veza Technologies, Inc. (Veza) (the Acquisition).
Determination	The Australian Competition and Consumer Commission has determined under section 51ABZE(1) of the <i>Competition and Consumer Act 2010</i> (Cth) that the Acquisition may be put into effect.
Parties to the Acquisition	<p>ServiceNow is a US software company. It supplies products which automate and simplify manual tasks to facilitate autonomous, coordinated workflows for organisations. These products can be applied across a range of operations including customer workflows (e.g. for order fulfilment), technology workflows (e.g. for IT and risk management and security operations), core business workflows (e.g. for HR employee onboarding) and creator workflows (workflows to support software developers). These services are delivered on ServiceNow’s ‘Now Platform’. ServiceNow also supplies IT security software to organisations via that platform.</p> <p>The target, Veza, is a US security company that supplies Identity Access Management (IAM) products, which are designed to enable companies to manage access to their data. These products are delivered via Veza’s ‘Access Platform’, which allows companies to monitor privilege access, investigate identity threats, automate access reviews, and introduce access governance to enterprise resources. Veza particularly focuses on identity governance and administration (IGA) solutions, which are solutions that establish and manage the rules and processes governing access to systems. Veza has a very limited presence in Australia.</p>
Overlap and relationship between the parties	<p>The Parties both supply IT security software products:</p> <ul style="list-style-type: none"> • ServiceNow supplies IT security software products known as security operations (SecOps) software and integrated risk management (IRM) software. SecOps and IRM products function as workflow management solutions and risk trackers for customers. • Veza supplies IAM software security products which govern and monitor access to a customer’s IT systems. <p>While the Parties’ products can coexist within a customer’s technology environment, they operate separately and perform different functions for different purposes. As such, there is no horizontal overlap between the Parties in Australia.</p> <p>There are no vertical relationships between the Parties in Australia.</p>
Reasons for determination	When making a determination in Phase 1, the Australian Competition and Consumer Commission (ACCC) undertakes a competition assessment and considers whether it is appropriate for an acquisition to be approved or subject to further assessment in Phase 2 in accordance with section 51ABZJ of the <i>Competition and Consumer Act 2010</i> (Cth) (the Act). In doing so, the ACCC must have regard to the object of the Act and all relevant matters, including the interests of consumers.

	<p>For more information about the ACCC's approach to considering notified acquisitions, see the ACCC's merger assessment guidelines and interim merger process guidelines.</p> <p>In conducting its competition assessment, the ACCC has considered the information and documents that were submitted with the notification form as well as further information provided by ServiceNow following pre-notification engagement with the ACCC.</p> <p>The ACCC has determined that the Acquisition may be put into effect as it considers that the Acquisition is unlikely to have the effect of substantially lessening competition in any market in Australia. In reaching its decision, and based on the material before it, the ACCC makes the following findings:</p> <ul style="list-style-type: none"> • Veza has a very limited presence in Australia. • There are no horizontal overlaps or vertical relationships between ServiceNow and Veza in Australia. • The merged entity is unlikely to have the ability or incentive to foreclose Veza's competitors in IAM (including IGA) by preventing their integration with ServiceNow, or to take other actions that would lead to conglomerate competition concerns in Australia. Also, ServiceNow's offering relies on permitting integrations with a wide range of different platforms, tools and software in order to perform its functions and remain attractive to customers. • ServiceNow's primary focus is the supply of integrated IT workflow management software to enterprise customers. It faces competition from alternative providers of such software, including Microsoft, Broadcom, Oracle and Atlassian.
Applications for review	<p>A notifying party, or other person who has been allowed to do so by the Australian Competition Tribunal, may apply for review if they are dissatisfied with the determination. Pursuant to section 100C of the Act, applications for review of the determination are to be made to the Australian Competition Tribunal before the end of 14 calendar days after this statement of reasons was included on the ACCC's Acquisitions Register. To confirm whether there has been any application for review, please contact the Australian Competition Tribunal.</p>

Determination made by a division of the Commission constituted by a direction issued pursuant to section 19 of the Act