



We make the world of work, work better for people™

ServiceNow delivers digital workflows that create great experiences and unlock productivity.



Q3 2020:

\$1.091 billion
subscription revenues+
29%
YoY constant currency growth+

41
Transactions > \$1M NN ACV*

98%
Renewal rate

\$1.081 billion
subscription billings+
24%
YoY adjusted growth+

1,012
Total customers > \$1M ACV**

12,500+
employees

FY 2019:

\$3.255 billion
subscription revenues
34%
YoY growth

892
Total customers > \$1M ACV**

6,200+
customers
~80%
of the Fortune 500 use ServiceNow

+ServiceNow reports non-GAAP results in addition to, and not as a substitute for, or superior to, financial measures calculated in accordance with GAAP. To see the reconciliation between these non-GAAP and GAAP results, please refer to our earnings release issued on October 28, 2020, and, for prior periods, previously filed earnings releases, all of which are available at investors.servicenow.com.
*Net new annual contract value
**Previously disclosed number of customers with annual contract value (ACV) greater than \$1 million may be 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 \$1 million. Numbers rounded for presentation purposes only

Now Platform®



Now Platform® The platform of platforms for the workflow revolution



IT Workflows

Make things simpler, easier, and more intuitive for IT.



Employee Workflows

Transform the employee experience and turn it into a competitive advantage.



Customer Workflows

Reimagine the customer experience by delivering connected digital workflows.



App Engine

Create new workflow apps fast when you need them most.

S&P 500

We're honored to be included in the S&P 500 as of November 2019.

S&P 500®

FORTUNE World's Most Admired Companies® 2020

We're making work, work better – starting from the inside out. ServiceNow was named to the FORTUNE World's Most Admired Companies list in 2020.



Great Place to Work

We've been Certified™ for the second consecutive year by Great Place to Work®! Couldn't be more grateful for our employees. We put people first.



servicenow

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