servicenow™

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

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

Q4 2018:

$666 million
subscription revenues
33%
YoY growth⁺

51
transactions >$1M NNACV*

98%
renewal rate

$952 million
subscription billings⁺⁺
38%
YoY growth⁺

19
of top 20 deals with 3 or more products

8,154
employees

FY 2018:

$2.609B
2018 revenue⁺
36%
YoY growth⁺

678
total customers >$1M ACV**
74
customers >$5M ACV**

~5,400
enterprise customers
~ 75%
of the Fortune 500 use ServiceNow

⁺Comparison period amounts, 2017 amounts, and related growth rates have been adjusted from previously reported amounts to reflect the impact of the full retrospective adoption of Topic 606.

⁺⁺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 press release issued on Jan. 30, 2019, and, for prior periods, previously filed press releases, all of which are available at investors.servicenow.com.

*Net new annual contract value

**Annual contract value

Numbers rounded for presentation purposes only.

Now Platform

The Now Platform™: the intelligent and intuitive cloud platform for work.™

IT Workflows
Unlock productivity and transform IT across your enterprise with a unified platform.

Employee Workflows
Deliver next-gen employee experiences with intelligent workflows and effortless service.

Customer Workflows
Resolve complex customer issues from end to end with predictive intelligence and automated self-service.

Build your own workflows
Use the Now Platform to build new workflow apps and extend ServiceNow solutions.

Forbes' #1 World's Most Innovative Company 2018

Work matters. It's where we spend a third of our lives. And we're dedicated to making the workplaces of today and tomorrow better for everyone. That's why we put people at the heart of everything we do, with a cloud-based platform and solutions that deliver digital experiences to help people do their best work.

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#3 on Fortune's Future 50 List

The future is bright! ServiceNow was named #3 on Fortune Magazine's Future 50 list, a new ranking of global companies best positioned for long-term growth.

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