



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

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



## Q2 2020:

**\$1.016 billion**  
subscription revenues  
**32%**  
YoY constant currency growth+

**40**  
Transactions > \$1M NN ACV\*

**97%**  
renewal rate

**\$1.018 billion**  
subscription billings+  
**26%**  
YoY adjusted growth+

**18**  
of top 20 deals purchased  
3 or more products

**12,000**  
employees

## FY 2019:

**\$3.255 billion**  
subscription revenues  
**34%**  
YoY growth

**890**  
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 July 29, 2020, and, for prior periods, previously filed earnings releases, all of which are available at [investors.servicenow.com](https://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<sup>®</sup>



**Now Platform<sup>®</sup>** The platform of platforms for the workflow revolution



## IT Workflows

Optimize IT productivity, cost, and resilience.



## Employee Workflows

Deliver your employees the right experiences anywhere.



## Customer Workflows

Drive customer loyalty with 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<sup>®</sup>

## FORTUNE World's Most Admired Companies<sup>®</sup> 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.



## Best Workplaces<sup>™</sup> for Diversity

We believe in our purpose to make work, work better for people and it's ingrained in everything we do each day. ServiceNow was named one of the 2019 Best Workplaces for Diversity by Great Place to Work<sup>®</sup>.



**servicenow**

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