

Automation Engine

Vision, strategy, and product roadmap



Rene de Boer

Director Product Management,
Automation Engine
ServiceNow

Safe harbor notice for forward-looking statements

This presentation may contain “forward-looking” statements that are based on our beliefs and assumptions and on information currently available to us only as of the date of this presentation. Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause actual results to differ materially from those expected or implied by the forward-looking statements. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled “Risk Factors,” set forth in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and in our other Securities and Exchange Commission filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The information on new products, features, or functionality is intended to outline our general product direction and should not be relied upon in making a purchasing decision, is for informational purposes only, and shall not be incorporated into any contract, and is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. We undertake no obligation, and do not intend, to update the forward-looking statements.

**Transform your
business in months,
not years.**

Meet critical goals across your entire organisation



Customer Service

How do we deliver frictionless experiences, while reducing costs?



Operations

How do we deliver on our promises with a nimbler supply chain?



IT

Are we increasing cyber resilience without slowing the business?



HR

How do we satisfy and retain employees while optimizing efficiency?



Finance

How do we standardize and scale operations with less?



Company-wide

Can we keep all our Care operations running while adapting to evolving business needs?

**It's impossible to transform
fast when people and
processes are siloed**

CRM

Procurement

ERP

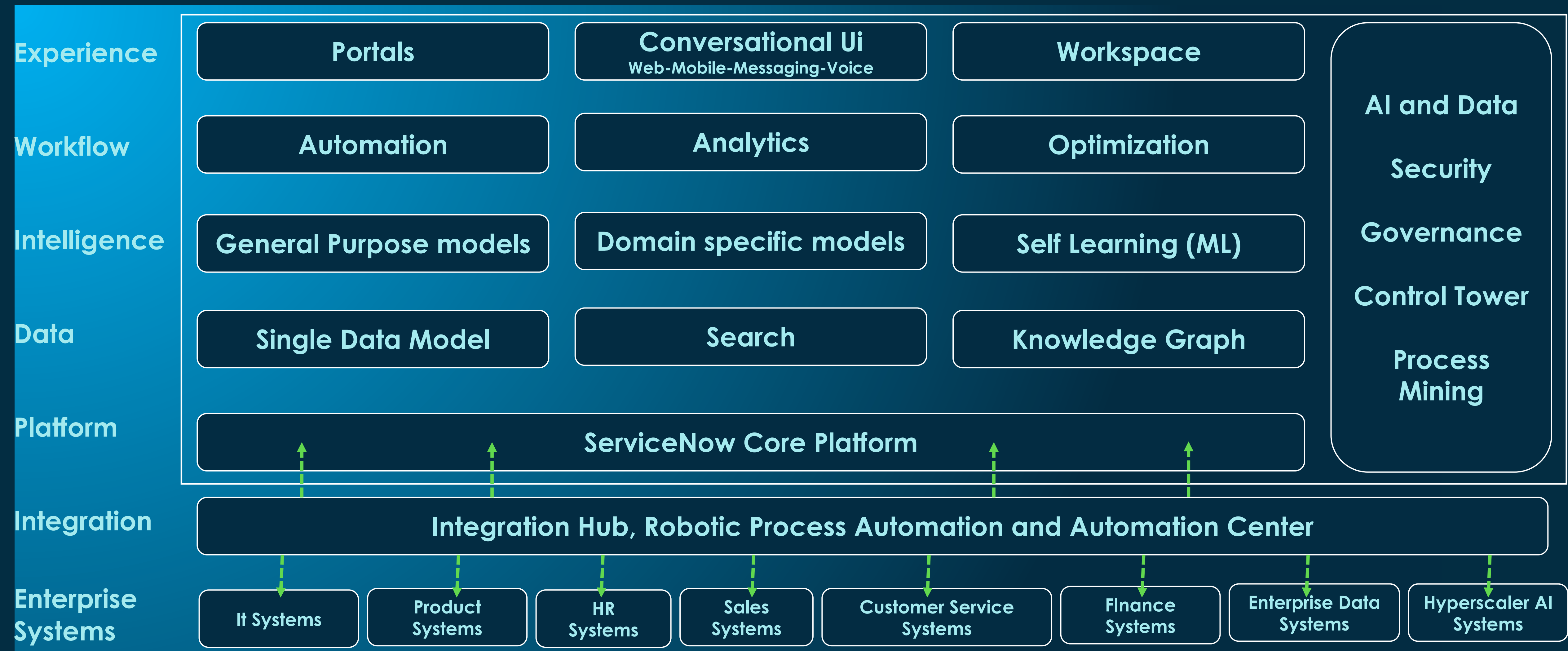
Order

Disputes

IT

HCM

AI Platform for Business Transformation



Let GenAI supercharge experiences and productivity with Now Assist

Enable Smarter
Self-Service

Reduce
Manual
Agent Work

Empower
Developers

Improve
Processes

Outcomes¹

20%

requests deflected
through self-service

66%

reduction in mean-time-to-resolve
with intelligent incident/case
routing




37%


Faster for agents to get up to
speed on a case

Now Assist with 3rd party Integrations

Employee Workflows – Now Assist for HRSD (coming May, 2024)

- Support for the following actions:
 - Request Time Off, Get Time of balance
 - Look up worker Profile
 - Get user Payslips
 - Submit expense reimbursement
 - Get total rewards
 - Get holiday calendar
- Initial support for Oracle HCM. Others will be added OOB
 - Extensible to add your own 3rd party apps
 - Using Decision Tables
 - Using Virtual Agent topics


 **Now Assist**  



When would you like to start? Please provide the date and time.

just now

Thursday, May 9 2024, 5:33 pm



Got it! I collected the start date time as 2024-05-09 12:03:00. When would you like the end date and time to be? Please provide it in the format YYYY-MM-DD HH:MM.

Friday, May 10 2024, 5:33 pm

Got it! I have collected the end date and time from you. What type of leave would you like to take? Please choose from the available options.

Vacation
Sick

Now Assist is infused in every workflow



Technology Workflows

Now Assist for IT Service Management

Now Assist for IT Operations Management

Now Assist for Strategic Portfolio Management



Customer & Industry Workflows

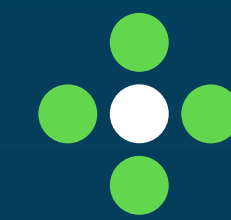
Now Assist for Customer Service Management

Now Assist for Field Service Management



Employee Workflows

Now Assist for HR Service Delivery



Creator Workflows

Now Assist for Creator

Assist Packs via Automation Engine



One architecture
One data model

GenAI powers every department and every role

1



Development

Create code templates, automate programming, bug fixes, code refactoring, and documentation

2



IT services

Automatically fill in trouble tickets and ensure that issues are resolved promptly

3



Customer support

Provide instant and accurate customer assistance, improving user satisfaction

4



Human Resources

Summarize multiple data sources to provide employees with actionable information

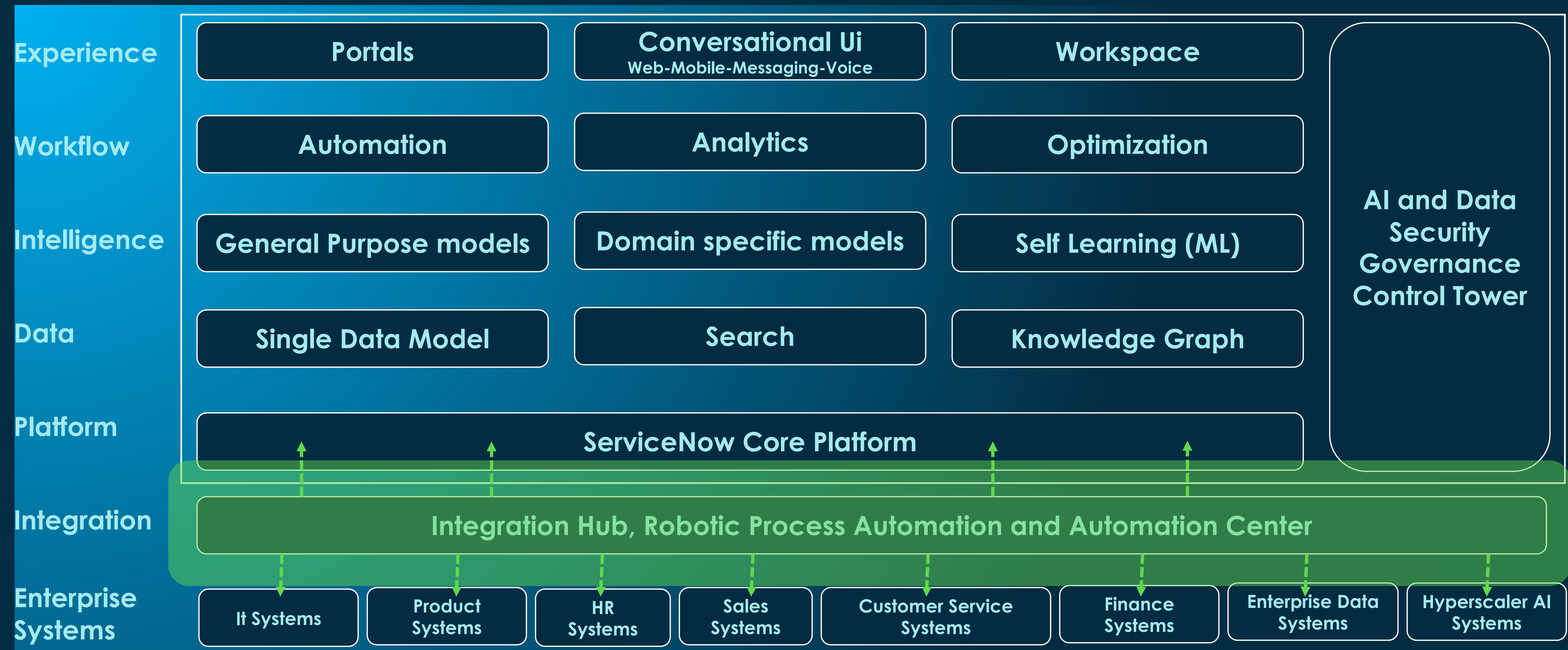
5



Finance & supply chain

Automate repetitive tasks such as drafting and inputting purchase orders in the company's ERP system

AI Platform for Business Transformation

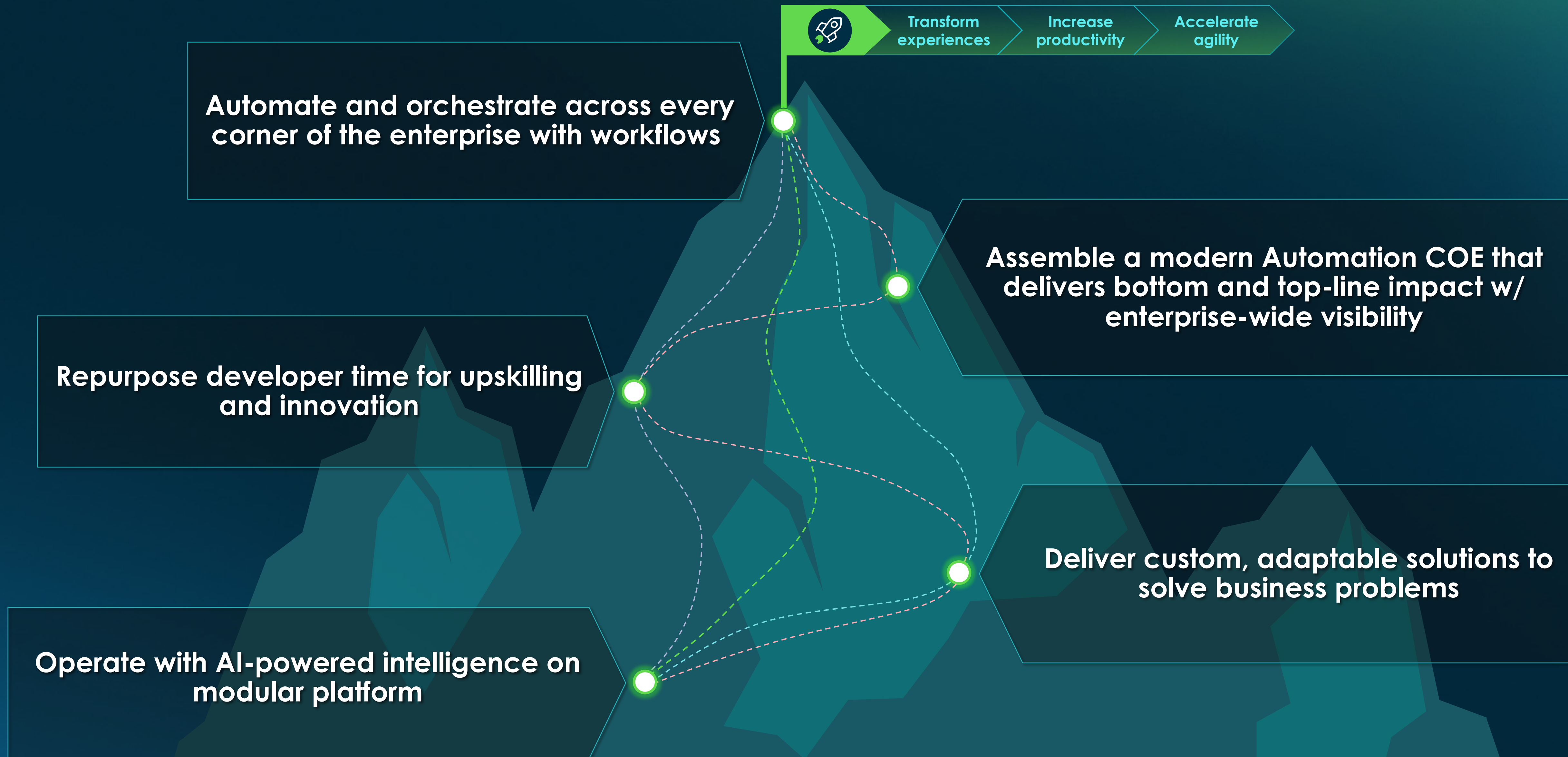


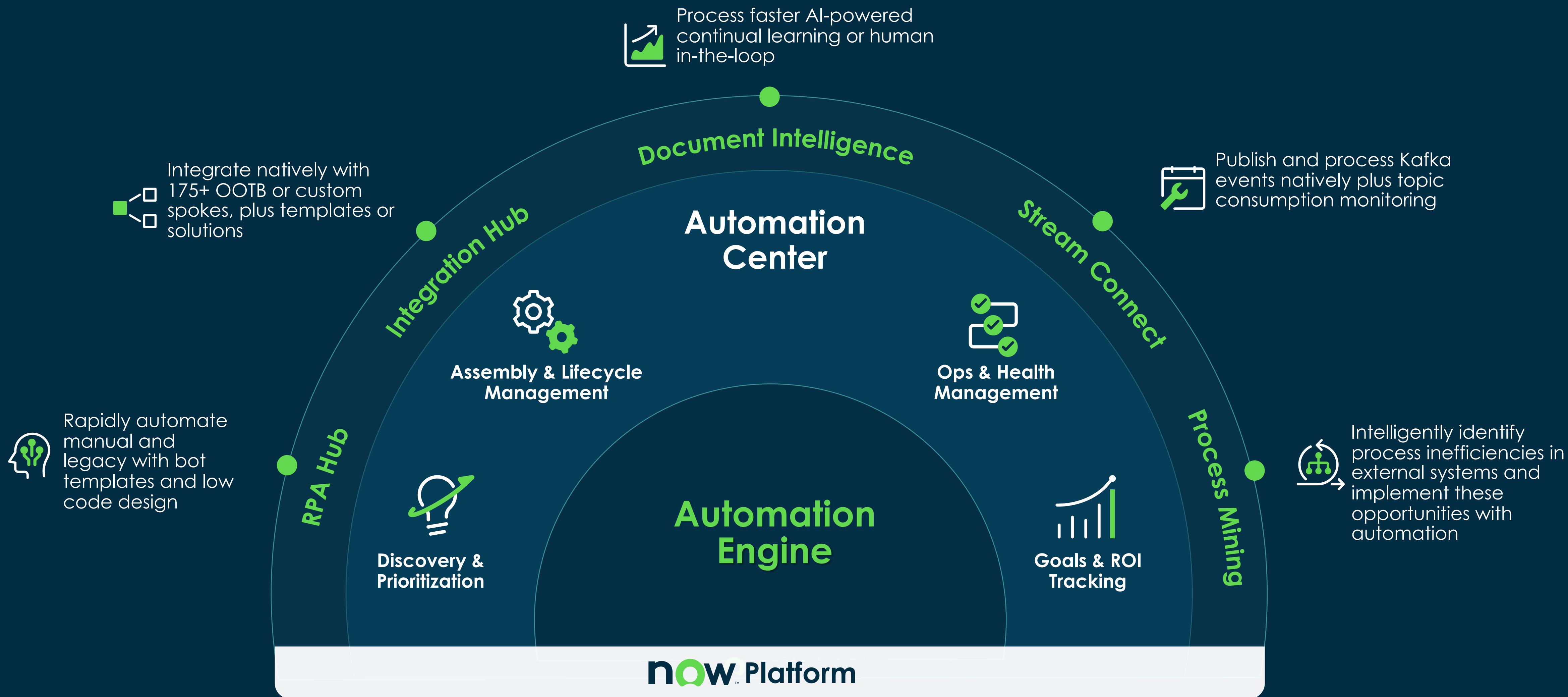
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Successful **automation fabric** use cases have **endpoint orchestration** as the goal, with outcomes measured not just in terms of productivity, but also by their effect on **employee and customer experiences**.

–AI Is Reshaping Automation Markets, Forrester Research, Inc., February 22, 2024

Here is our vision for **Intelligent Automation**





Connect, Automate, and Orchestrate anything

Automation Engine solution investment is guided by our vision



San Diego

Introduced
RPA Studio
RPA Hub Spoke
Document Intelligence (May 2022)

Updates
Integration Hub Client
Software Distribution 2.0
Microsoft Endpoint
Configuration Manager
for Windows 10/11, Windows
365, and Azure Cloud VMs
Jamf for MacOS and iOS
Decision Builder



Tokyo

Introduced Automation Center

Document Intelligence
Table Support
Straight through processing
Integration Setup in Flow
Designer

Integration Hub
Personal Authentication
Updates to REST step,
Powershell and Mid Server

RPA Hub
RPA Template: Oracle E-
Business Suite Password Reset
Log Proxy Server
Automation Overview Page
Chromium Connector-
Support for Edge Browser



Utah

**Stream Connect for Apache
Launch**
High volume event streaming

Integration Hub
Generate REST step from REST
message
Integration Hub Import
Improvements

RPA Hub
Universal Recorder
MFA Authentication using OTP
Robot Calendar
Universal App Connector
Flow Designer Actions

Document Intelligence
Improved AI models and better
interface for extracting from long
tables & checkboxes
New admin experience built

Automation Center
Value Dashboard
Prioritization using Spotlight feature
Integration with UiPath and
integration Hub



Vancouver

**Process Mining for External
Data: Introduced**

Integration Hub
Spoke Generator
Multi-Target Tables
JSON Builder Step for
complex JSON payloads

Stream Connect for Apache
Topic Management for Kafka
Administrators
Prioritization high value data
streams

RPA Hub
Robot Pool
Robot Calendar enhance

Document Intelligence
Document Classifier

Automation Center
Enhanced Recommended
Actions



Washington

Integration Hub
Spoke Generator V2
Zero Trust Architecture – OAuth 2.0

RPA Hub
Embedded Task Automation
Securely manage sensitive
information using external
credential vaults

Process Mining External Data
Combine ServiceNow process
data and External process data in
a single map

Stream Connect for Apache Kafka
Automate message replication

Document Intelligence
New 'Draw mode' s to select
values and teach the AI by
Unified document extraction and
categorization experiences

Automation Center
A 2-layered Kanban board
Document Intelligence Integration

Top New Capabilities

Robot Optimization
Robot Calendar
Robot Pool

Automation Center
Action Center

**Platform Connectivity
Enhancements**
Universal Connector
Spoke Generation

Jan 2022

Sept 2022

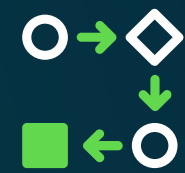
Jan 2023

Sept 2023

Jan 2024

Why us? We are built different

One AI platform that helps your customers **to transform** at speed



Pre-built, AI-powered
workflows and low-code
for fast time to value



One architecture with
one data model
provides fast, secure
integrations and easy
upgrades



OOTB integrations, RPA and
IDP
to connect AI to the
Enterprise

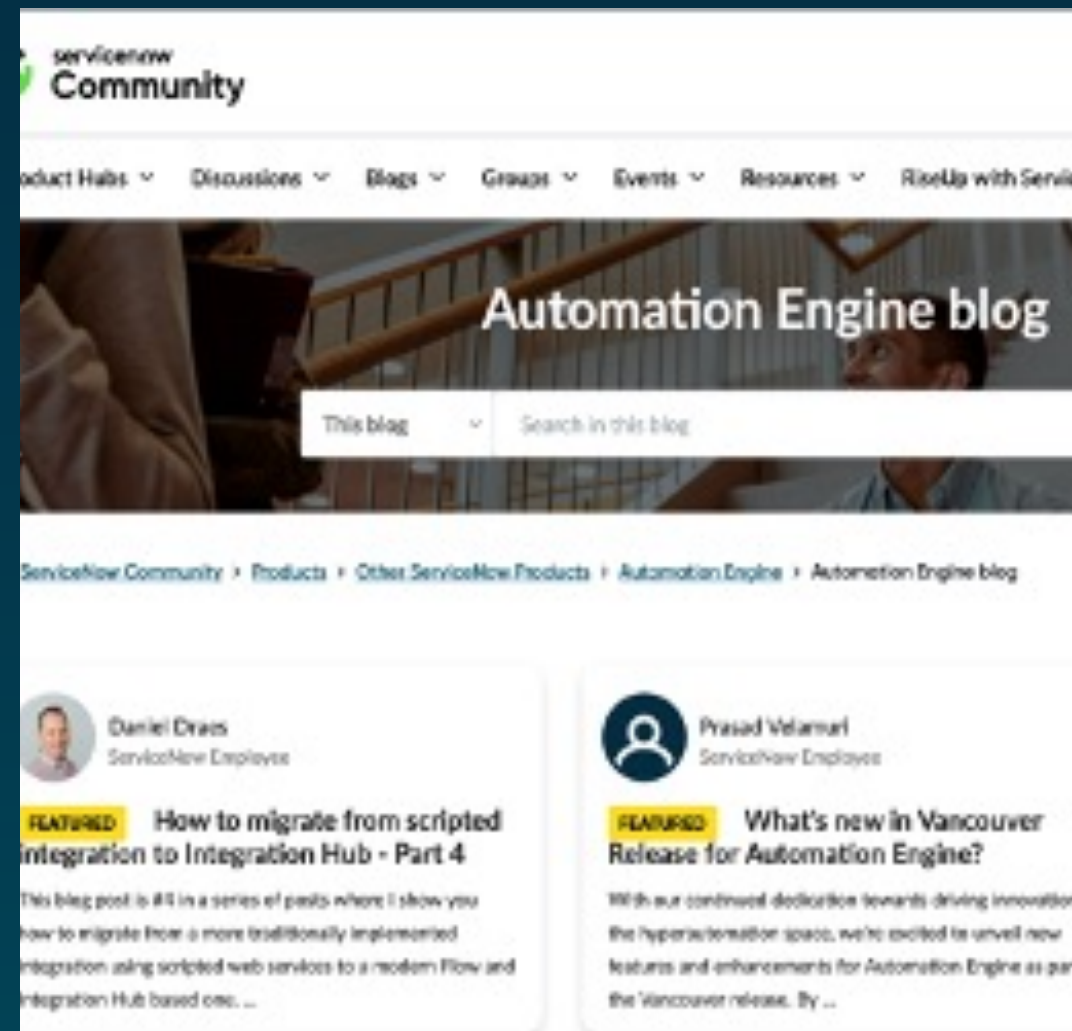


Continuous AI innovation
embedded into the platform
and easily extended to your
processes - everywhere



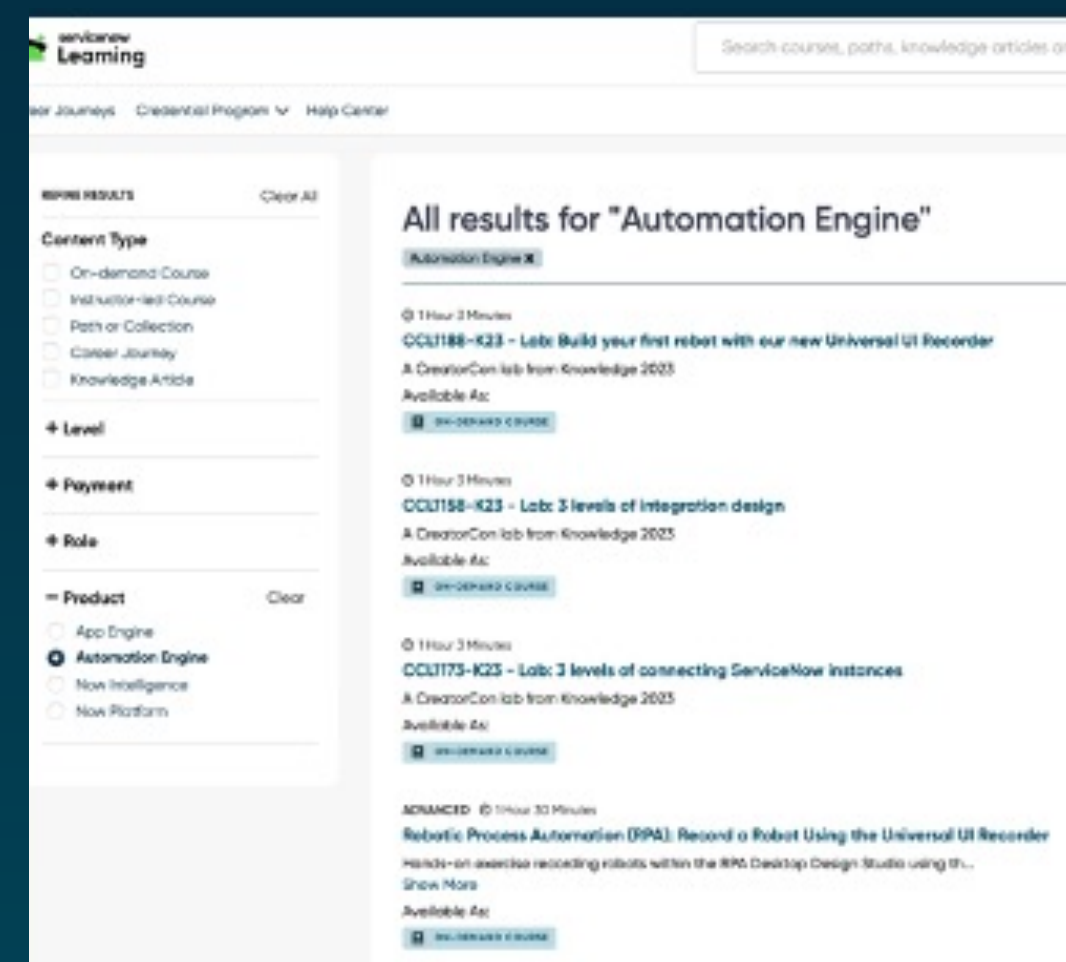
Automation Engine Roadmap

Community



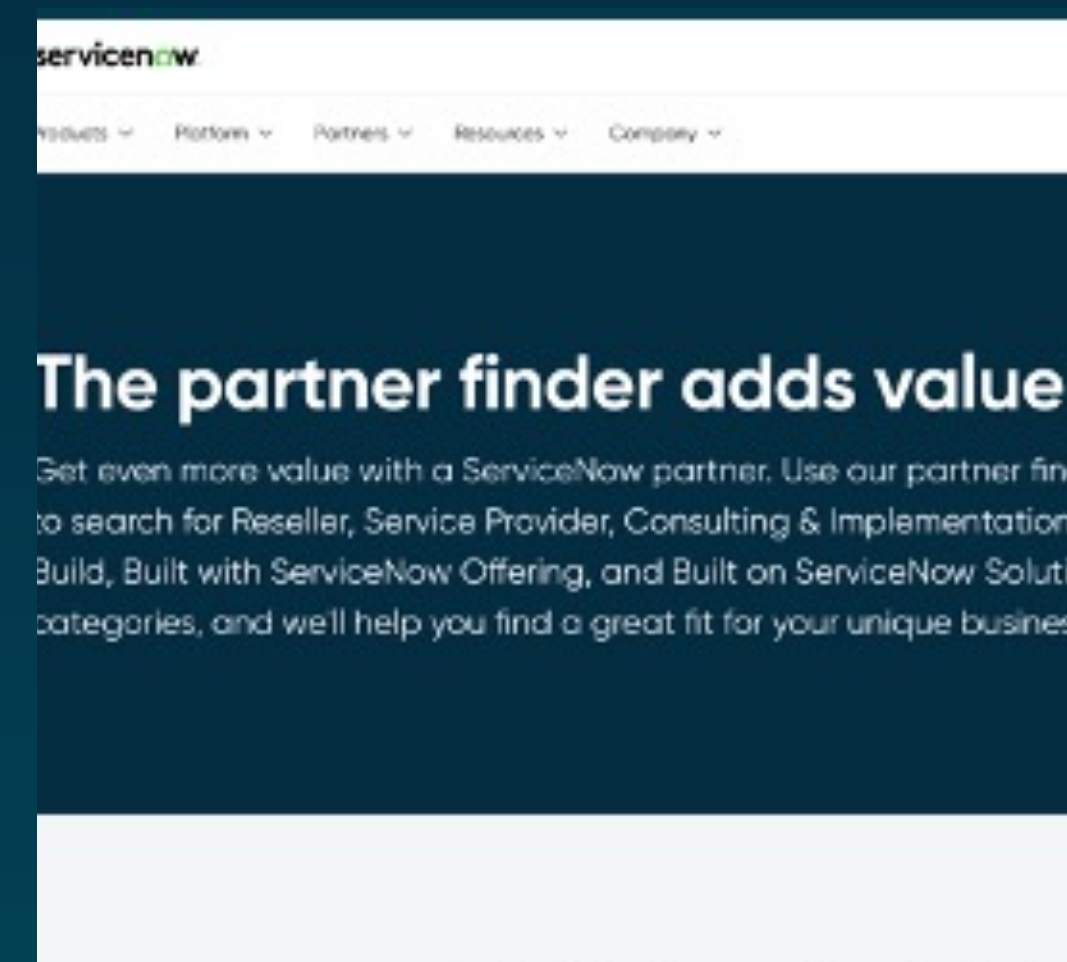
- Collaborate with peers and Product Team
- Access to Blog
- Frequently Asked Questions
- Best practice documents

Now Learning



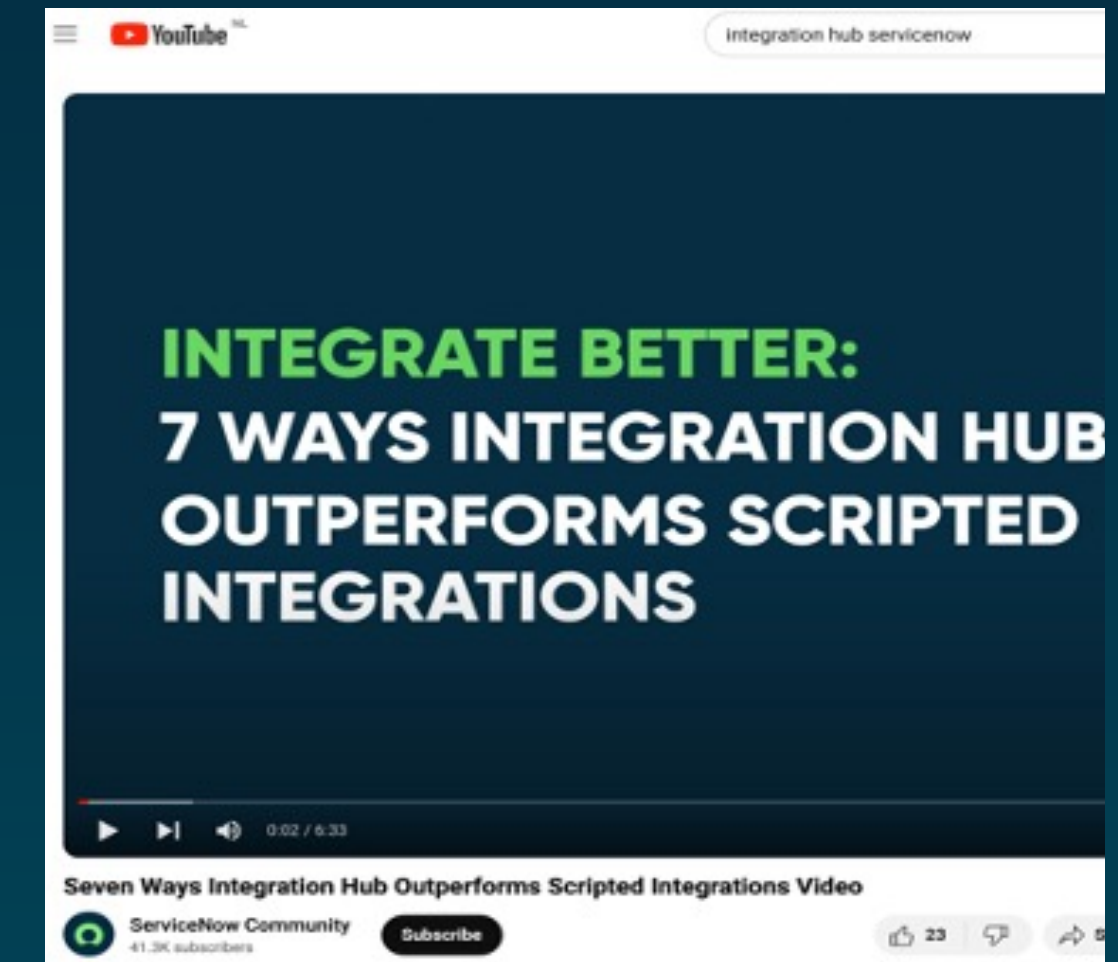
- Access to ALL Automation Engine courses and certifications
- Create your development path
- Get accreditations

Partner finder



- Find and select the right partner to implement your use cases
- Find our resellers

Developer YouTube



- Get direct access to all Automation Engine videos
- Capabilities overview

