We make the world work better for everyone.

ServiceNow helps digitize and unify organizations so that they can find smarter, faster, better ways to make work flow.

Q4 2021:

- **$1.523 billion** subscription revenues
- **30%** YoY constant currency growth
- **1,359** total customers > $1M ACV**
- **135** transactions > $1M NNACV*
- **99%** renewal rate

- **$2.420 billion** subscription billings*
- **32%** YoY growth

- **$5.7 billion** current remaining performance obligations (cRPO)
- **32%** YoY constant currency growth

- **$1.867 billion** Free cash flow*

FY 2021:

- **$5.573 billion** subscription revenues
- **28%** YoY constant currency growth

- **$1.867 billion** Free cash flow*

- **7,400+** 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. Q4-2021 subscription revenue yoy growth was 29% and cRPO yoy growth was 29%. Full year 2021 subscription revenue yoy growth was 30%. As of December 31, 2021, net cash provided by operating activities was $2,191 million. To see the reconciliation between these non-GAAP and GAAP results, please refer to our earnings release issued on January 26, 2022, 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.
The platform for digital business

Transform your business with workflows that optimize productivity and resilience.

Create connected and engaging experiences for your employees.

Connect your customer operations to boost loyalty.

Build connected cross-enterprise workflow apps fast.

Despite the events of 2020, we rallied, adapted, and innovated, and joined the ranks of the FORTUNE 100 Best Companies to Work For 2021.

ServiceNow ranked #11 on the FORTUNE Future 50 list of companies with the best long-term growth potential.

ServiceNow ranked #4 in the Computer Software category of the FORTUNE World’s Most Admired Companies 2021 list for a second consecutive year.

ServiceNow ranked #1 on Glassdoor’s Best Places to Work UK list and #23 on Glassdoor’s Best Places to Work US Large company list as a result of positive employee feedback over the past year.

ServiceNow ranked #1 on Glassdoor’s Best Places to Work UK list and #23 on Glassdoor’s Best Places to Work US Large company list as a result of positive employee feedback over the past year.