We make the world of work, work better for people™
ServiceNow delivers digital workflows that create great experiences and unlock productivity.

Q2 2021:

- $1.330 billion subscription revenues
- 31% YoY growth
- $1.328 billion subscription billings+
- 30% YoY growth+
- 1,201 total customers > $1M ACV**
- 51 transactions > $1M NNACV*
- 97% renewal rate
- ~6,900 customers
- ~80% of the Fortune 500 use ServiceNow
- Current remaining performance obligations (cRPO) $4.7 billion
- 34% YoY growth

FY 2020:

- $4.286 billion subscription revenues
- 32% YoY growth
- Current remaining performance obligations (cRPO) $4.4 billion
- 33% YoY growth
- ~6,900 customers
- $4.4 billion
- $4.286 billion
- 33% YoY growth
- ~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 28, 2021, 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®

IT Workflows
Transform your business with workflows that optimize productivity and resilience.

Employee Workflows
Create connected and engaging experiences for your employees.

Customer Workflows
Connect your customer operations to boost loyalty.

Creator Workflows
Build connected cross-enterprise workflow apps fast.

#1 on FORTUNE® Future 50 2020
ServiceNow ranked #1 on the FORTUNE Future 50 list of companies with the best long-term growth potential.

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

Glassdoor Top CEOs 2021
ServiceNow CEO Bill McDermott was named to Glassdoor’s 2021 list of top CEOs as a result of positive employee feedback over the past year.

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