



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

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



Q3 2018:

\$627 million
subscription revenues

39%
YoY growth[†]

25
transactions >\$1M NNACV*

614
total customers >\$1M ACV**

97%
renewal rate

\$674 million
subscription billings^{††}

35%
YoY growth

5,000+
enterprise
customers

7,661
employees

FY 2017:

\$1.918B
2017 revenue[†]

38%
YoY growth[†]

~4,400
enterprise
customers

6,222
employees

[†]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 filed on Oct. 24, 2018, 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 platform for work.™



IT
Manage IT strategy, operations, service delivery, and apps on our single system of action.



Security Operations
Automate, predict, digitize, optimize, monitor, and resolve risks by impact for security, compliance, and IT.



HR
Deliver fast, personal service to employees while increasing productivity.



Intelligent Applications
Build business apps fast – whether you're a pro coder or novice – with tools, templates, and more.



Customer Service
Connect customer service with other orgs to resolve issues faster, lower cost, and boost satisfaction.

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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