Introducing the Now® Platform

The digital transformation challenge

Digital transformation demands fundamental business changes to achieve operational agility and efficiency, much of which includes the automation of countless processes. Most organizations rely on application development to facilitate this automation, but are challenged by a lack of resources and increasing backlog. The solution is a strategic application platform that democratizes development and enables everyone to build apps that automate processes across the enterprise.

The ServiceNow solution

The Now Platform enables enterprises to quickly build powerful apps with seamless connectivity across people and processes—delivering unique business solutions for employees and customers.

Across industries, organizations of all sizes are accelerating automation, supercharging their apps with in-platform intelligence, and future proofing their IT investments by leveraging an ecosystem of innovation from ServiceNow and our partners.

Build powerful business apps to connect people and processes on the Now Platform.

Automate any process delivering a consistent, modern experience with solutions that are built on the Now Platform:

- As part of our SaaS portfolio for IT, Security, HR, or Customer Service

- By ServiceNow ISV partners as certified apps offered on the ServiceNow Store

- Tailored to fit specific needs by extending the value of ServiceNow solutions or to solve for unique business challenges
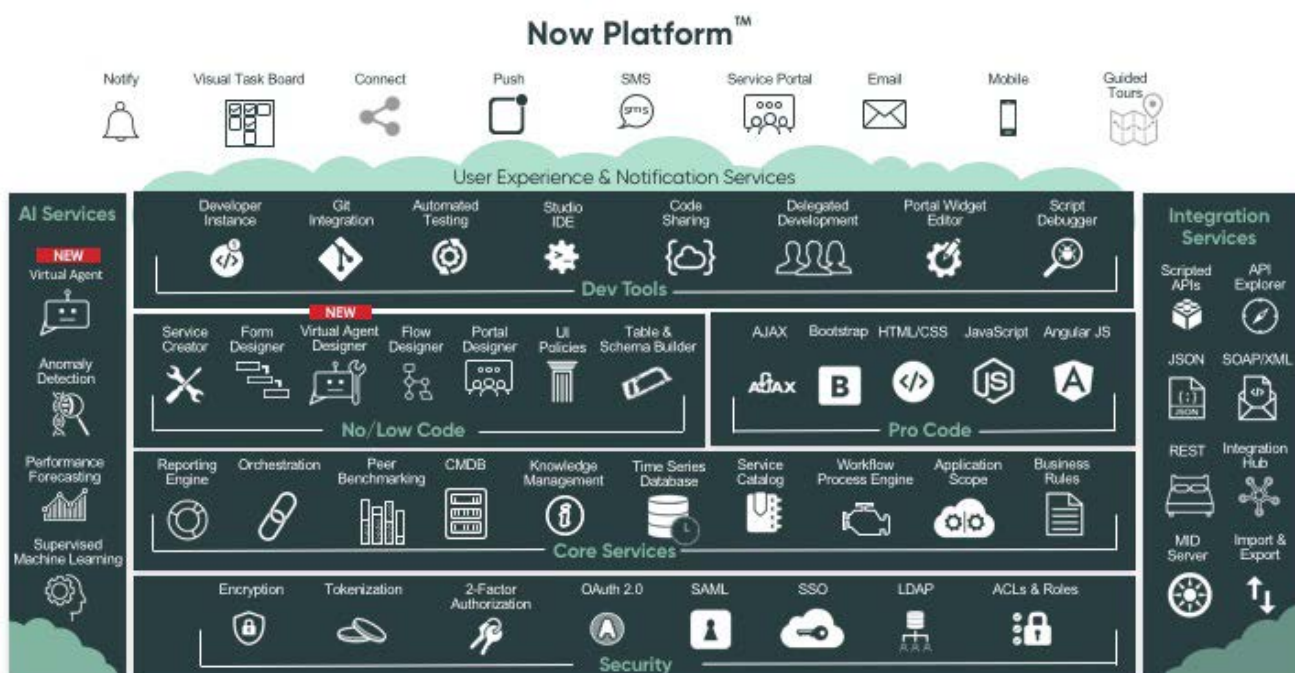

A strategic PaaS for digital transformation

Automate even the most unstructured workflows across virtually any platform, app, or data set and between any people-to-people, people-to-system, or system-to-system interactions.

Leverage contextual data from activities, tasks, and processes within a common data model that can be leveraged by any app or service.

Integrate with any application, service, or data using a natural language framework so experienced developers can provide non-IT developers with a library of reusable connectors.

Power greater automation and self-service delivery with in-platform intelligence that leverages machine learning, virtual agents, and data analytics to guide and drive action.

No-code to pro-code skills sets alike can build on a leading aPaaS to deliver apps faster with open web standards, languages, and frameworks to develop new apps or enhance and extend existing apps.

Now Platform™

What's in the Now Platform?

Security–Secure by default and supporting application security and data protection, as well as your Identity plus Access Management (IAM) needs.

Core services–Everything you need to support your ServiceNow SaaS apps and custom application business requirements.

No/low code development–Provides development tools that make it easy for your non-IT developers to quickly build apps with little to no code.

Pro code development–Supports your professional developers with standards-based web tools and web application frameworks for rapid application development.

Development tools–Offers a full suite of app development solutions for all types of developers to increase productivity and speed of delivery.

Integration services–Makes it easy to import/export data and quickly connect to your existing systems both on premises and in the cloud.

Platform intelligence–Helps drive automation with intelligent orchestration of processes, precisely predict performance, and detect anomalies to prevent future problems.

User experience & notification services–Delivers a mobile-first user experience, a self-service portal, and simplifies how your users are notified when something important happens.

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