How ServiceNow Secures Data for Financial Institutions

The current climate has highlighted how vital financial institutions are in underpinning the very fabric of our lives. Now more than ever, security and resilience are crucial.

Today’s economic and health disruptions intensify an already complex problem. Institutions are facing a constant battle to satisfy customers, employees and regulators. Non-traditional competitors have enforced the need to reduce cost and complexity to stay competitive, often through new service and product offerings that rely on business and technology partners. Customers demand consumer-grade experiences, but they also expect their data to be safe and secure. In order to deliver these frictionless services, institutions must streamline business processes and replace their fragmented legacy systems and infrastructure. This however comes with reliability and security risks.

Concerns and Risks for Financial Institutions

Those in charge of vast volumes of valuable financial data are under huge amounts of pressure to keep these assets safe. Institutions must balance the need to update systems alongside the risk of theft, loss of data and compliance issues.

They are understandably worried about security – a breach could have far-reaching consequences. A failure to comply with regulation often leads to large penalties (in relation to GDPR up to 4% of annual global turnover). Aside from this, breaches could also have crippling reputational damage, impacting revenues and new bookings.

Then there’s operational resilience, which is now more than ever, critical for any financial organization. Even prior to the crisis this topic had become so important that many regulators had or were planning to implement new regulations requiring the ongoing review of supplier arrangements for security, risk, and resilience.

Security Challenges

Systems and data are the foundations of financial services and must be protected against inappropriate access, but this is not straightforward to achieve especially as vendors, suppliers, and third parties become integral to modern and transformed business.

It can be difficult for institutions to maintain state of the art defense controls and oversight of data security while ensuring service continuity.

Fragmented, legacy systems add to that challenge as they’re often difficult to secure and risky to update. Institutions must also grapple with the many complex issues around regulatory compliance, particularly when operating across multiple geographical jurisdictions.

Why Security is Important

• To safeguard sensitive financial data and assets
• Satisfy regulation
• Maintain competitiveness
• Securely meet customer demand
• Ensure effective incident response and disaster recovery

Your Concerns and Risks

• Difficulty managing risk across complex organizations
• Constantly changing threat landscape
• Fragmented, legacy systems difficult to secure
• Compliance particularly when operating across regions

The ServiceNow Solution

• Every necessary certification and attestation
• Dedicated team of security specialists
• Unique, multi-instance architecture

More Information

• ServiceNow Security in Financial Services
• ServiceNow Trust and Compliance Center

Three-tier, multi-instance logical architecture model
We believe that cloud services must always be on. Our unique, multi-instance architecture lets you configure your cloud services and perform upgrades on your own schedule. And our advanced, high availability infrastructure provides instance redundancy between data center clusters in your chosen geography. It scales to meet the needs of even the largest global enterprises.

So, how can ServiceNow help?

- ServiceNow invests heavily in advanced confidentiality, integrity, and availability controls and processes that implement multiple regulatory and best practice frameworks, so you can trust us with your business. This investment is reflected in both our platform and our products. Security and reliability are foundational elements of the Now Platform, embedded throughout everything we do.
- Our global security team provides 24/7 threat monitoring and a comprehensive security program overseen by our CISO and based on recognized standards (NIST, ISO 27001:2013).
- Controls and tools enable customers to implement their security policy requirements allowing for layered data encryption, extensive detailed logging and automated regular software patching.
- Our unique multi-instance architecture, paired data centers and seamless global failover are all backed by robust SLAs.
- Our platform includes multiple layers of security controls – we go to great lengths to ensure the security of the service we provide, and have excellent global and regional compliance evidenced by our security certifications and attestations.

Partner with us and we will be your trusted innovation partner, we’ll go to great lengths to ensure the security of the service we provide you.

ServiceNow is committed to a best practice approach to information security which benefits all our customers and all their data. Below you will find some of our certifications and attestations, view the full list on our trust site.

<table>
<thead>
<tr>
<th>ServiceNow Certifications/Attestations</th>
<th>Geography</th>
<th>Industry/Vertical</th>
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<tbody>
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*Savings are based on expected results from over 400 ServiceNow customers.*