

**Leader**

# AI that thinks. Workflows that act.

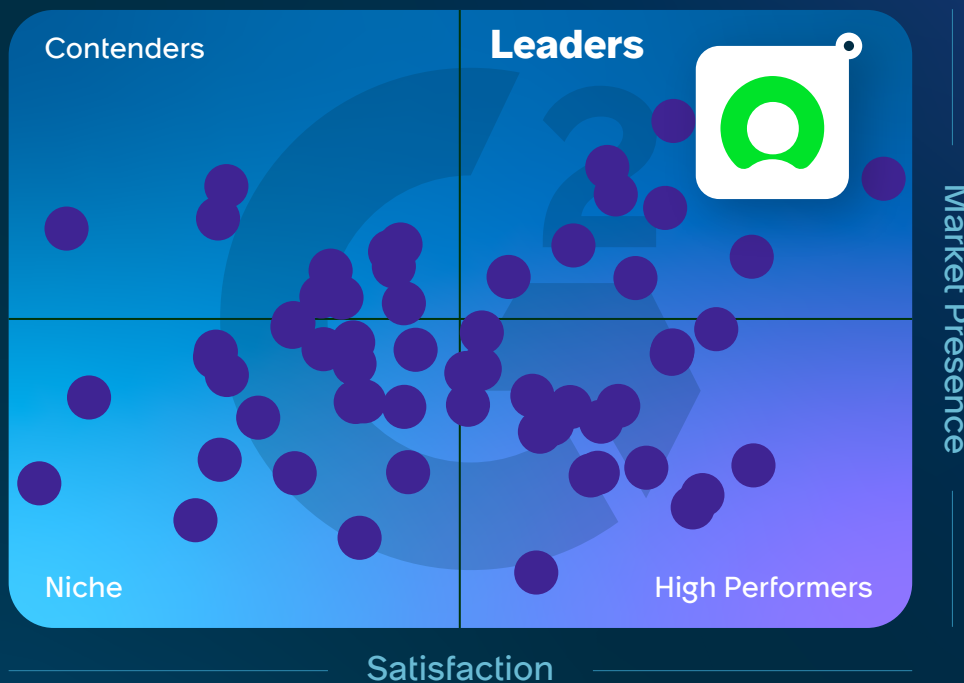
ServiceNow Autonomous IT is an Enterprise Leader in the G2 community. From service desk requests and infrastructure monitoring to asset optimization and strategy roadmapping, Autonomous IT puts tested, hardened, and refined IT workflows on autopilot across every corner of the enterprise. Your team stays in control—setting guardrails, governing AI, and focusing on the strategic work that drives the business forward. Fewer reactive fire drills. More time for the work only humans can do.

[Explore the journey to Autonomous IT](#)

**Leader**

# The service foundation: Automate the routine on the journey to Zero-touch Support

**#1 in Grid® Report for IT Service Management (ITSM) Tools | Spring 2026**



**Ticketing System:**

**94%** | 92%\*

**Incident Reports:**

**93%** | 89%\*

**Help Desk:**

**93%** | 91%\*

\*G2 Average

[Read the report](#)

“

Honestly, before ServiceNow, handling IT issues felt all over the place — some things in email, some in chat, some on spreadsheets. It was easy for requests to get lost. **With ServiceNow, everything comes into one system**, so nothing slips through the cracks.



ServiceNow IT Service Management user



**Leader**

ENTERPRISE

# The ITOps imperative: Stop preventable outages before they stop your business

## #1 in Enterprise Grid® Report for AIOps Platforms | Spring 2026



Reporting:

**93%** | 87%\*

Alerting:

**93%** | 91%\*

System Integration:

**90%** | 88%\*

\*G2 Average

[Read the report](#)

“

ServiceNow ITOM takes care of the initial assessment and provides first-level information on what went wrong—**making it an ideal tool for us.** Its AI capabilities and CMDB make operations teams’ lives easy.



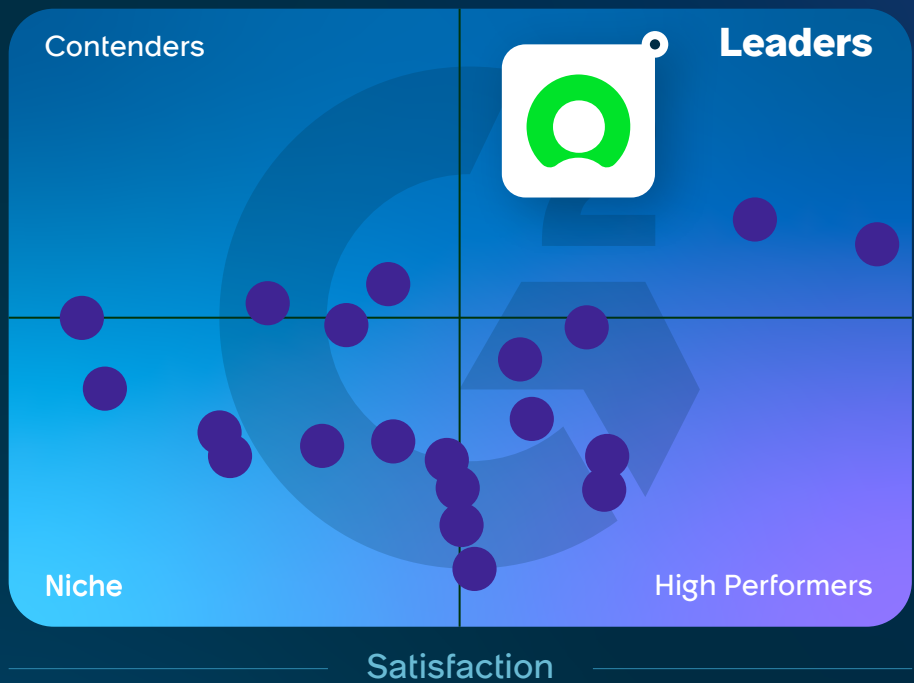
ServiceNow IT Operations Management user



# The lifecycle engine: Reduce asset cost and risk at every stage



## #1 in Enterprise Grid® Report for IT Asset Management | Spring 2026



Market Presence

### Hardware Asset Inventory:

**91%** | 90%\*

### Central Dashboard:

**90%** | 88%\*

### Ease of Admin:

**90%** | 89%\*

\*G2 Average

[Read the report](#)

“

**ServiceNow ITAM provides full visibility and control across the asset lifecycle.** Automates tracking and reduces compliance risks. Integrates seamlessly with CMDB and ITSM for accurate data. Optimizes software and hardware costs through real-time insights.



ServiceNow IT Asset Management user



Leader

# The continuous value engine: Align strategy to the work that actually matters

## #1 in Grid® Report for Strategic Portfolio Management | Spring 2026



Market Presence

Resource Planning:

**87%** | 76%\*

Tracking:

**88%** | 80%\*

Prioritization:

**89%** | 83%\*

\*G2 Average


[Read the report](#)

“

What I appreciate most about ServiceNow SPM is how **effectively it connects strategic planning with day-to-day execution**. The platform offers a clear line of sight from organizational objectives all the way down to projects, programs, and initiatives.



Strategic Portfolio Management user

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