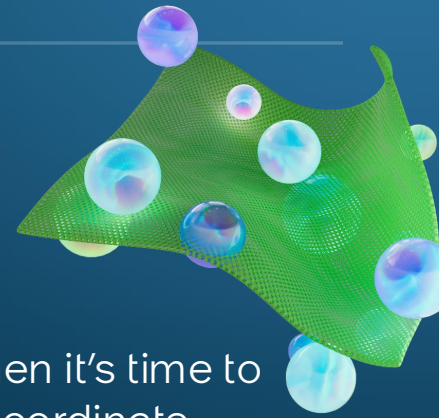
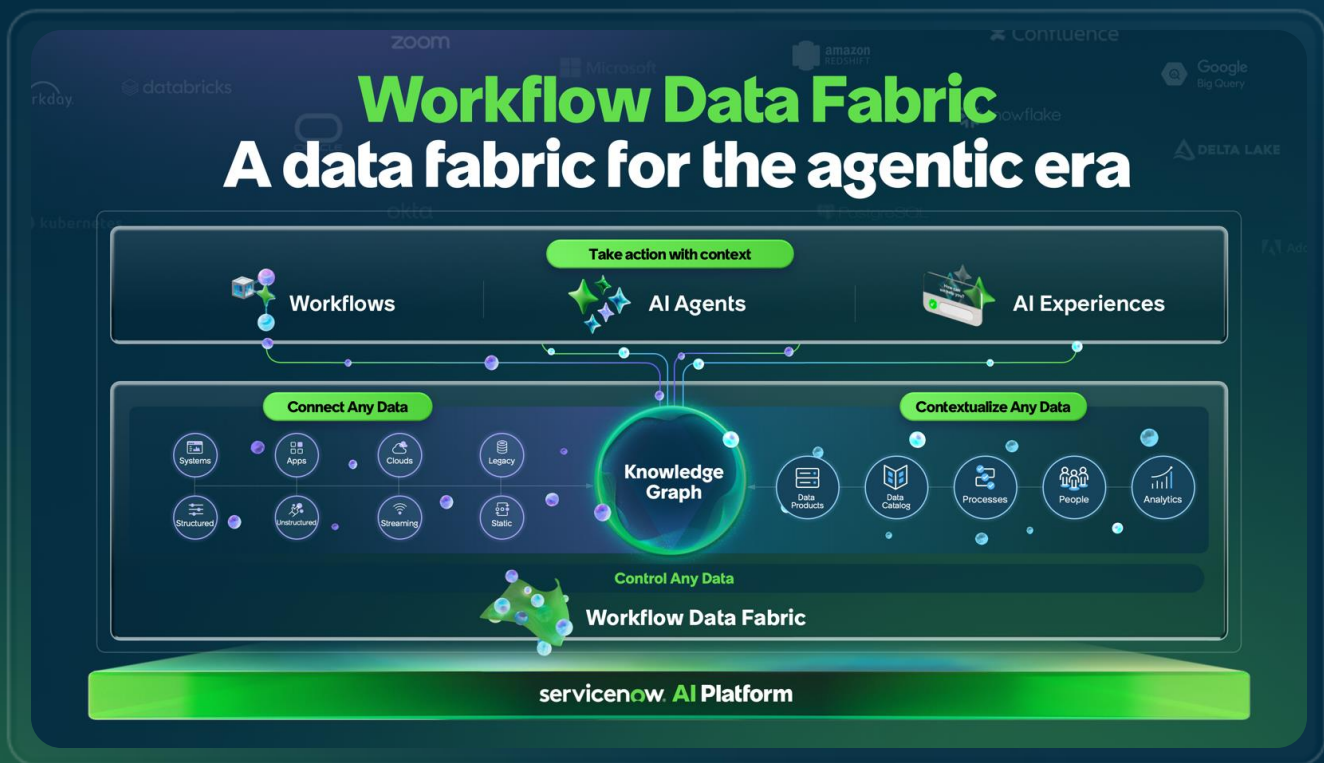


AI is only as good as the context it has



AI agents can chat, summarize, and recommend. But when it's time to update a record, trigger a workflow, enforce a policy, or coordinate across systems, most of them fail. Not because they aren't intelligent — but because they lack the data, context, and control required to execute real work.



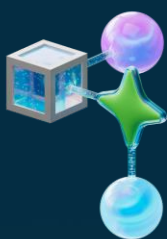
Workflow Data Fabric changes that. It is the AI-ready data foundation of the ServiceNow AI Platform that connects, contextualizes, and controls any data — so AI agents and employees can move from insight to action with confidence across every workflow.

Stop fighting your data and start putting it to work—across every workflow, AI agent, and AI experience.

Turn your chatbots that answer questions into context-aware AI agents that take action

Unlike other data fabrics that are designed to move data...

...Workflow Data Fabric is designed with a bias for action helping our customers execute billions of workflows every year on our platform.



Connect any data, wherever it lives

You've got data scattered across systems—ERP, HR, Data Lakes. Tap in to any of it in minutes, not days, without building complex integrations, managing brittle pipelines, or dealing with endless data copies.



Contextualize data to ground AI in reality

It starts with giving AI your business context—turning data, entities, policies, precedents, and relationships into a shared understanding of how work gets done—so AI agents can act with precision and trust through workflows.



Control data with policy-based governance

The biggest risk in AI isn't the algorithm—it's bad data. Control your data with built-in governance and lineage tracking so every human and AI decision is based on trusted, high-quality, compliant data.

The Workflow Data Fabric Advantage

Built for action, not just analytics. While other data fabrics are built for reporting, ours is built on an operational layer that connects, contextualizes, and controls any data from any source—powering AI agents that do the work, not just the math.

IT

15%

decrease in number of incidents worked

CUSTOMER SERVICE

10%

decrease in average working time per case (hours)

HR

10%

decrease in cycle time to close an HR request (hours)

SUPPLY CHAIN

8%

decrease in number of procurement requests

FINANCE

10%

decrease in average working time to process an invoice

Bring order to data chaos

Data hell is real. Workflow Data Fabric is the way out with pre-built integrations, a unified context layer, and governance that enables your AI agents to take precise, trusted autonomous action.



servicenow

#1 Data Fabric

| Workflow Data Fabric



Customer Story



2x

**Adoption of
CANCOM
Assistant in just
one year**

80%

**Deflection rate of
tickets through all
departments**

1

Unified Platform



CANCOM faced challenges due to siloed data across multiple systems, including ERP, CRM, and SharePoint, with limited integration between them. This fragmentation made it difficult to streamline operations and leverage data effectively. Always on the lookout for the best IT systems and capabilities, the company chose ServiceNow to unify its data, AI, and workflows.

Using the agentic AI capabilities of the ServiceNow AI Platform, we can finally connect everything together. From the services we provide internally to the customer-facing products and offerings, everything is connected."

Ulrich Mayr, CIO, CANCOM

Workflow Data Fabric includes:

Zero Copy Connectors

Real-time access to external data sources to data platforms and ERP systems directly, without copying or transferring data—improving performance, minimizing security risks, and eliminated the need for traditional ETL processes.

Integration Hub

Reduce ServiceNow integration TCO by 70% with 200+ OOTB spokes and custom options via Now Assist, Spoke Generator, and Action Designer. Implement 3X faster, monitor with Usage Dashboard, and fuel AI securely with API data.

Now Assist for Spokes

Generate spokes, RPA bots, and playbooks with GenAI, OpenAPI & Postman specs, API docs, and process diagrams, enabling anyone to automate tasks across systems and simplify interactions.

MCP Client

Extend AI agents with secure access to external systems, APIs, and data sources, enabling real-time actions, coordinated workflows, and seamless automation across platforms.

Data Catalog

Organize, govern, and contextualize enterprise data with a unified data catalog that adds active metadata, enforces governance policies, and provides lineage so that information easy to find, trust, understand, and share.

Stream Connect

Process large-scale event streams in real-time with Stream Connect for Apache Kafka. Connect streams to ServiceNow workflows and AI, transform data with Kafka Message Flow Trigger, and export critical reporting data instantly—no batch exports needed.

External Content Connectors

Enable secure access to third-party content and document sources like SharePoint, Confluence, and more with AI-powered search and knowledge management—delivering a unified, scalable search experience.

Automation Center

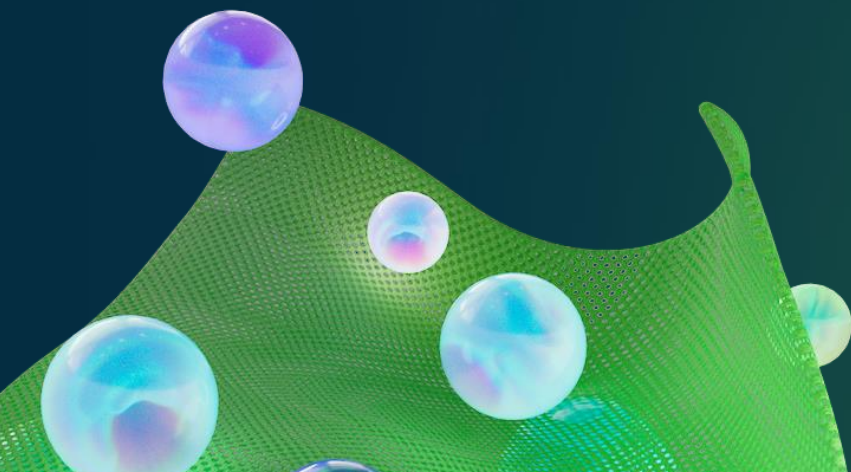
Gain full visibility into your automation landscape. Monitor health, prevent failures, measure ROI, track goals, discover opportunities, manage requests, and prioritize tasks for end-to-end development

RPA Hub

Integrate ServiceNow workflows with any system without API access; automate manual tasks in legacy, Java, Web, and Windows apps with RPA Desktop Design Studio. Orchestrate, deploy, and manage robots centrally with RPA Hub.

API Management

Monitor your entire API landscape—ServiceNow and external—from a single platform powered by Boomi. Gain visibility into shared data and apps and close the lid on unsecured APIs to enhance workflows and AI governance.



So, what's the bottom line?

1

**Connect
your data**

2

**Contextualize
your data**

3

**Control
your data**

The 3 keys to becoming an AI-ready enterprise

Learn More

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