

Connect, understand, and act on any data to fuel human and AI-powered workflows

ServiceNow is driving a bold new vision for the future of work with Agentic AI — a transformative approach to AI that goes beyond automating tasks. Agentic AI represents a shift from simple automations to AI Agents that can execute complex business processes on behalf of humans. But for AI Agents to be effective and deliver value, they need to be built on to a single platform that can access all of your data, process it, and govern it, all in real-time.

Our most strategic customers understand this, but their enterprise data sits in 100's of different systems, data lakes, hyperscalers and applications like ERP, HR, CRM. We solved this problem and done so in a unique to ServiceNow way—bringing data, AI, and workflows together on the AI Platform for business transformation.

ServiceNow Workflow Data Fabric, our new data foundation within our platform, unifies data across the enterprise to provide real-time, secure, and governed access to any source to enable employees and AI agents to solve complex issues—like preventing service disruptions, resolving customer requests faster, and optimizing complex operations—all on a single platform.



Workflow Data Fabric enables companies to connect, understand, and act on any data source to power both human and AI agent workflows. Here's how:

- First, we connect to your structured, unstructured, and streaming data in real-time—both inside and outside of ServiceNow—without the complexities of having to duplicate it, transfer it, or to build customizations to integrate it.
- Then, we contextualize the data, enrich it, and align it with your workflows to make generated experiences more personalized, resolutions more accurate, workflows more efficient and compliant, and AI Agents smarter and context aware.
- Finally, with access and complete understanding of all your critical data on our platform, you can put AI agents to work across every corner of your business, automate your most complex processes, and unlock more value from your existing investments.

Workflow Data Fabric benefits include:

- **Seamless connectivity:** Unify your data with a broad set of integration capabilities like zero copy connectors, prebuilt spokes, streaming, and external content connectors.
- **Governed understanding:** Gain context with a data catalog that adds governance and knowledge graph.
- **Action at scale:** Drive real outcomes by taking action on a single AI platform—integrate data up to 6x faster and reduce TCO by up to 70%.

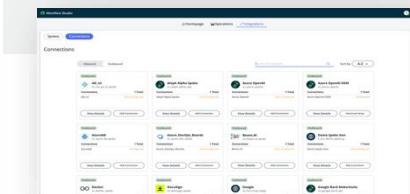
“As a major U.S. wireless provider generating over 2 petabytes of data daily, Stream Connect allows us to ingest much of this data in real time and automate mission-critical telecom workflows, resulting in a 97% improvement in our mean time to repair, versus our legacy processes.”

– Stephen Bingemer, Senior Solutions Architect, Service Management, DISH Network

Workflow Data Fabric includes:

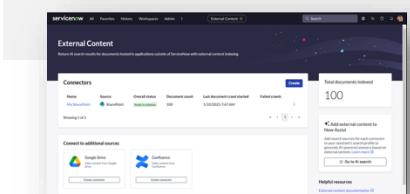
Integration Hub

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.



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.



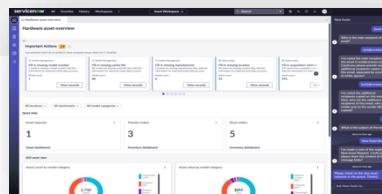
Stream Connect

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.



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.



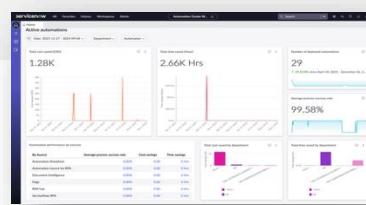
Data Catalog

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



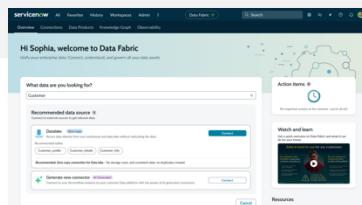
Automation Center

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.



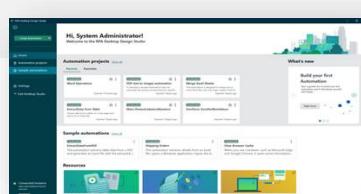
Zero Copy Connectors

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.



Robotic Process Automation (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.



Boomi API Management

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

