



We make the world of work, work better for people™

ServiceNow delivers digital workflows that create great experiences and unlock productivity.



Q1 2019:

**\$740 million**  
subscription revenues  
**36%**  
YoY growth

**25**  
transactions >\$1M NNACV\*

**98%**  
renewal rate

**\$810 million**  
subscription billings\*\*  
**27%**  
YoY growth\*\*

**17**  
of top 20 deals  
purchased  
3 or more products

**8,666**  
employees

FY 2018:

**\$2.609B**  
2018 revenue  
**36%**  
YoY growth\*

**675**  
total customers >\$1M ACV\*\*  
**74**  
customers >\$5M ACV\*\*

**>5,400**  
enterprise customers  
**~ 75%**  
of the Fortune 500  
use ServiceNow

\*Comparison period amounts and related growth rates have been adjusted from previously reported amounts to reflect the impact of the full retrospective adoption of Topic 606.  
\*\*ServiceNow reports non-GAAP results in addition to, and not as a substitute for, or superior to, financial measures calculated in accordance with GAAP. To see the reconciliation between these non-GAAP and GAAP results, please refer to our press release issued on April 24, 2019, and, for prior periods, previously filed press releases, all of which are available at investors.servicenow.com.  
\*Net new annual contract value  
\*\*Previously disclosed number of customers with annual contract value (ACV) greater than \$1 million or \$5 million may be restated to allow for comparability. ACV is calculated based on the foreign exchange rate in effect at the time the contract was entered into. Foreign exchange rate fluctuations could cause some variability in the number of customers with ACV greater than \$1 million or \$5 million.  
Numbers rounded for presentation purposes only.

# Now Platform



The Now Platform®: the intelligent and intuitive cloud platform for work.™



**IT Workflows**  
Unlock productivity and transform IT across your enterprise with a unified platform.



**Employee Workflows**  
Deliver next-gen employee experiences with intelligent workflows and effortless service.



**Customer Workflows**  
Resolve complex customer issues from end to end with predictive intelligence and automated self-service.



**Build your own workflows**  
Use the Now Platform to build new workflow apps and extend ServiceNow solutions.

## LinkedIn Top Companies 2019

We're making work, work better – starting from the inside out. ServiceNow was named a LinkedIn Top Company in 2019.



## #3 on Fortune's Future 50 List

The future is bright! ServiceNow was named #3 on Fortune Magazine's Future 50 list, a new ranking of global companies best positioned for long-term growth.



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