

Digitize, automate, and govern any workflow with ServiceNow® App Engine

Companies are now required to innovate and automate faster than ever. IT departments are being bombarded with requests to create more apps to digitize workflows by every line of business. As a result, application backlogs are ballooning and shadow IT is growing.

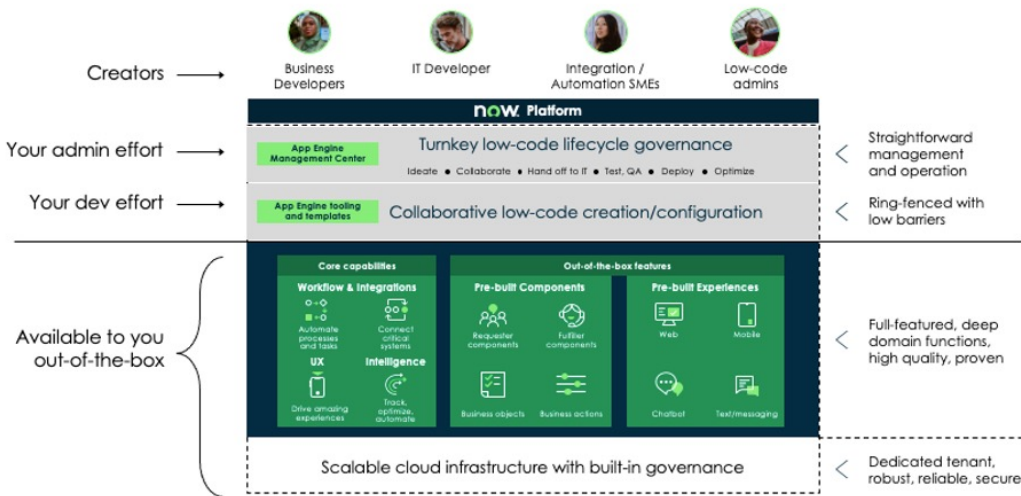
With ServiceNow's App Engine, you can eliminate the complexity of traditional application development and accelerate delivery, while reducing app sprawl and technical debt.

Get the speed you need with ServiceNow® App Engine

ServiceNow's App Engine provides a low-code development and configuration approach that enables anyone to build powerful apps fast. App Engine removes the complexity with proven out-of-the-box capabilities, built-in collaboration tools and role-based access that empowers citizen developers while ensuring IT visibility and non-intrusive oversight.

Because App Engine is built on the Now Platform, developers can easily access core capabilities such as self-service, workflows, mobile, chatbots, machine learning, analytics, reporting, and more. This creates a connected environment where everything is shared—data, experiences, and processes—allowing you to move from tactical point applications to an enterprise-wide digital strategy. The App Engine Management Center streamlines developer collaboration and app deployment through centralized governance that allows admins to apply standards, check for compliance, and manage all aspects of low-code app development from one place. This improved governance enables the organization to seamlessly scale app development while minimizing risk.

While App Engine's low-code tools turn your entire business into an engine for digital transformation, pro coders aren't left behind. App Engine gives developers direct programmatic access to the Now Platform when they need it and includes advanced development tools that boost productivity. This allows pro coders to spend their time developing high-value business functionality instead of re-creating application infrastructure and existing capabilities.



Any developer, any app, one platform

Accelerate digital transformation

Develop apps up to 4x faster with low-code development tools—while still getting the full power of advanced coding when you need it.

Scale development across your business

Deploy a scalable, reliable, and secure platform where every line of business can easily build their own apps within a non-intrusive governance framework.

Govern low-code development with ease

Manage low-code development across the enterprise from one location to safeguard app deployment. Centralized visibility lets admins govern the low-code environment while fostering collaboration and empowering citizen developers.

Give users an experience they love

Create a consistent, consumer-easy experience that turbocharges productivity and user satisfaction. Deliver responsive services anytime and anywhere on any device.

Shift from point apps to digital strategy

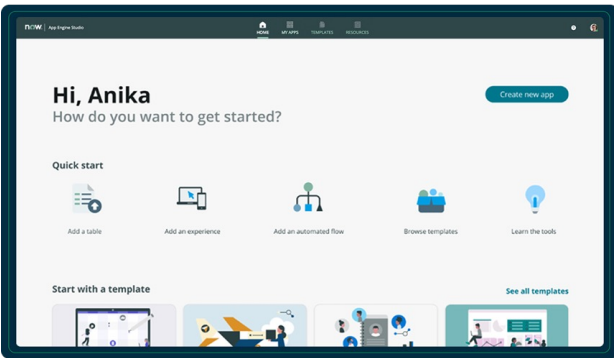
Create a connected environment where data, processes, and experiences are shared, unlocking synergies, insights, and value across your entire business.

Leverage the power of the Now Platform

Easily access ServiceNow's rich set of core capabilities, including self-service, workflows, mobile, chatbots, user interfaces, machine learning, analytics, reporting, and much more. Quickly build reusable components that you can share across applications, creating consistency and eliminating duplicate effort.

Accelerate and scale low code-development

With **App Engine Studio**, anyone can quickly build high-quality, low-code apps. The studio includes best practice app and workflow templates—so app creators build better and faster—and lets you create your own reusable templates instead of having to start from scratch. There's even a quick start actions guide that takes creators from idea to working app in minutes, including converting existing spreadsheets into tables on the Now Platform.



Enable pro coders with high-productivity tools

Studio IDE turbocharges pro coding, giving developers a unified, streamlined workspace to code, debug, and publish apps. Developers can manage all of their source files in one place, switch between application versions for bug fixes and enhancements, and promote applications into production with a single click. Source control is available for out-of-the-box ServiceNow apps, Store apps, and custom scoped and global apps, allowing developers to make and track customizations. Studio IDE also provides DevOps support with out-of-the-box integrations with Azure Pipelines, Jenkins, GitLab, and GitHub Actions, as well as CI/CD APIs to connect to other source code repositories.

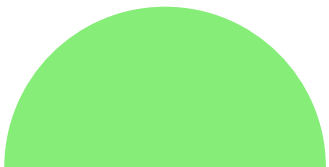
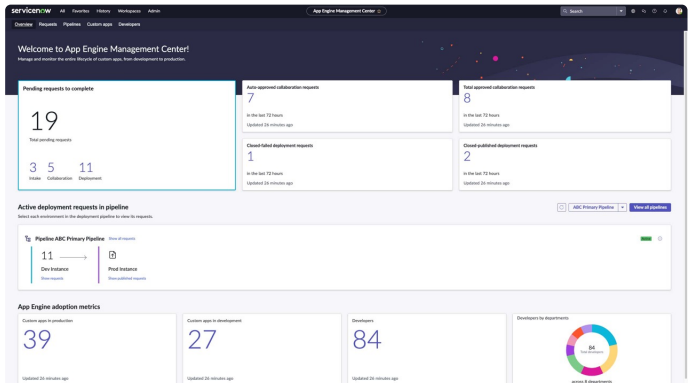
Reimagine any process as a digital workflow

App Engine lets you automate any business process, from the simple to the complex, as a digital workflow across departments, systems, and people. Its natural language workflow makes it easy for both pro-code developers and low-code business analysts to create workflows, leveraging prebuilt components and building their own reusable components with Flow Designer. Flowchart-style visual diagramming makes it easy to digest and track complex workflows, and intuitive playbooks built using a no-code Process Automation Designer allow business process owners to easily compose and manage the most complex processes.

Decision Builder enables developers to accelerate complex process automation by decoupling decision logic so it can be reused across multiple applications. Decision tables can be created and populated in the same dev experience to easily build and update complex decisions to meet changing business requirements.

Govern all aspects of the low-code lifecycle from one place

Scale and safeguard low-code app development across the enterprise with **App Engine Management Center**, the only turnkey governance capability available that empowers business and IT to collaborate, manage, and govern low-code app development end-to-end. With App Engine Management Center, platform administrators can control app intake, collaboration requests and app pipeline while enabling those closest to the business problem to feel confident their apps are compliant with company standards and protocols.



Deliver experiences that users love

Leverage **UI Builder's** WYSIWYG design and reusable UX components to easily create intuitive, personalized experiences that increase user productivity and satisfaction. Build single-pane workspaces that help workers to see all the details of an issue or request and get work done more quickly. Create playbooks that guide agents through workflows, helping them to make the right decisions through AI-suggested actions and contextual information. Deliver service with a smile with easily customizable, branded self-service portals. And go beyond drag-and-drop by developing rich web applications with powerful expert tools.

Engage users anytime, anywhere

Help your users be more productive and get work done on the go—online or offline—with mobile apps that work seamlessly with the Now Platform. Build native iOS and Android mobile apps without writing a single line of code, leveraging out-of-the-box layout templates, forms, and buttons.

Natively integrate ServiceNow with anything

With **IntegrationHub**¹, you can easily connect ServiceNow to 150+ third-party systems, creating reusable integrations that are highly capable, robust, and scalable. Leverage the large and growing library of pre-built integrations in the ServiceNow Store, supporting thousands of third-party system actions, or quickly build custom integrations yourself with simple, intuitive tools. And IntegrationHub is seamlessly integrated with Flow Designer, so you can create integrations without leaving your development environment or learning new skills.

Power your workflows with machine learning and AI

Help your business work smarter by incorporating ServiceNow® **Predictive Intelligence** into your apps. Predictive Intelligence learns from your operational data, making predictions that you turn into action. Automatically classify work and route it to the right people, push relevant content and recommendations to agents so they solve issues faster, and uncover new opportunities to automate and optimize your workflows. And give employees and customers the answers they need with an AI-fueled search experience that delivers personalized, relevant information and continuously optimizes search results.

Analyze and improve workflow performance

ServiceNow® **Performance Analytics** gives you clarity where it matters most. Monitor workflow performance trends in real time to detect service bottlenecks before they happen, reallocate service resources to meet current and predicted demand, identify areas for improvement, and accelerate results by aligning service delivery with your company's goals.

¹ May require additional licenses



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