

CONTRACTING WITH GOVERNMENT

Illinois Tollway Event

How to Partner with ServiceNow

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servicenow.

Today's Agenda

- 01 Who We Are — ServiceNow Overview
- 02 What We Do — Platform Capabilities
- 03 Why Partner with ServiceNow
- 04 Contracting Opportunities & Current Work
- 05 How to Do Business with Us

Who We Are

The AI Platform for Business Transformation

8,100+

Customers Worldwide

85%

of the Fortune 500

80B+

Workflows Per Year

\$10B+

Annual Revenue

About ServiceNow

ServiceNow is the AI platform for business transformation. We help organizations digitize and unify their workflows across IT, HR, Customer Service, Security, and more — enabling faster service delivery, greater efficiency, and better outcomes for employees and citizens alike.

Illinois Presence

ServiceNow maintains significant partnerships with Illinois state agencies and government entities, supporting digital transformation across public sector operations, procurement modernization, and citizen service delivery.

What We Do

One Platform. Every Department. Endless Potential.

IT & Operations

Automate IT service management, asset tracking, and infrastructure operations

HR & Employee Experience

Streamline onboarding, employee requests, and HR case management

Customer & Citizen Service

Deliver faster, more consistent service across every channel

Security & Risk

Automate vulnerability response and manage enterprise risk at scale

Procurement & Finance

Digitize sourcing, vendor management, and financial workflows

AI & Automation

Deploy AI agents that sense, decide, act, and govern autonomously

Why Partner with ServiceNow

Opportunities for Small, Diverse, and Emerging Businesses

What We Look For in Partners

- Implementation & integration services
- Industry-specific domain expertise
- Change management & training delivery
- Application development on the Now Platform
- Managed services & platform support
- Staffing & resource augmentation

What Partners Gain

- Access to a \$10B+ global technology ecosystem
- Co-selling opportunities with ServiceNow AEs
- Training, certification, and enablement resources
- Partner Portal with deal registration and tools
- Brand association with a Fortune 500 platform
- Pathway to Illinois Tollway and state contract work

Contracting Opportunities & Current Work

ServiceNow as OEM and Prime Contractor on Illinois Tollway & State Contracts

- ServiceNow is an approved vendor and OEM on Illinois Tollway contracts — subcontracting opportunities exist
- Active engagements across state agencies covering IT service management, HR modernization, and citizen services
- Upcoming projects in infrastructure modernization, AI deployment, and workflow automation
- Diverse supplier partnerships are a priority — MWBE, VOSB, and SBE certifications welcome
- Subcontracting roles available in: technical implementation, training, project management, and support services
- Contact our team today to explore how your firm's capabilities align with current and future work

How to Do Business with ServiceNow

Four Pathways to Partnership

1

Connect Today

Introduce your firm at this event. Exchange business cards and schedule a follow-up with our team during Quick Connect sessions (12:30 – 2:00 PM).

2

Explore the Partner Program

Visit servicenow.com/partners to learn about our partner ecosystem, certifications, and how to register your firm.

3

Get Certified

ServiceNow offers training and certifications to validate your team's expertise. Certified partners are preferred for subcontracting engagements.

4

Register for Opportunities

Diverse suppliers are encouraged to self-identify in our Partner Portal. We actively seek MWBE, SBE, and VOSB partners for state and government work.

Let's Build Something Great Together.

Find us at our exhibit table in the Hall of Governors

servicenow.com/partners

Thank You
Jeremiah Wyka

ServiceNow.