



servicenow®

Put AI to work for people

Gozde Kirac

Senior Solution Consultant

Mark Revill

Senior Outbound Product Manager

Who We Are: Mark Revill

Been involved in software and IT for 36 Years

Started my career as a 'apprentice' for a Manufacturing company

After 12 years moved into Software Pre Sales specializing in Application and Network Performance

Worked for Compuware / Dynatrace and Microsoft before joining ServiceNow in 2015

Field Presales

Partner Presales

Outbound Product Manager for AI / Platform



Who We Are: Gozde KIRAC

Studied Mathematics in Turkey, and Information Systems Master Degree from Paris 1 Sorbonne

Internship at Hewlett Packard in Istanbul

Came to France with European Voluntary Service (EVS), worked at an NGO in Strasbourg

Research Topic Natural Language Processing

Started professional career as ServiceNow Consultant in consulting companies, and joined Microsoft in 2019

Back to ServiceNow world again since 2023, working for the Microsoft & ServiceNow Alliance



AI Quiz time

Fake or real



Which one is real



Real

Which one is real



Real



Which one is real



Real

Real or Deep-Fake?



AI Generated or real?

Fake



AI Generated or real

Real



AI Generated or real

Fake





THE WORLD WORKS WITH SERVICENOW

[Video](#)

The AI Platform for business transformation



The AI Platform for business transformation



servicenow platform

AI

AI Agents & Studio

AI Agent Control Tower

Our models. Your models. Any model.

Workflow

Automation

Analytics

Agentic

Data

Workflow Data Fabric: RaptorDB, Integration Hub, Knowledge Graph

**AI and Data
Security
Governance**

Infrastructure

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Systems



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ServiceNow delivers native workflows in Microsoft Teams

Sep 2020



ServiceNow and Microsoft deliver new security integrations to promote resiliency in hybrid work

May 2021

Integration with Viva



ServiceNow announces Employee Center integration with Microsoft Teams

Sep 2021

Integration with Windows 365



ServiceNow announces US IL-5 provisional authorization for US DOD customers

Mar 2022

ServiceNow on Azure Government Cloud



Australia's DISER goes live on ServiceNow Protected Platform (SPP)

May 2022

ServiceNow on Azure Cloud



ServiceNow wins Microsoft APAC ISV Partner of the Year

Mar 2023



ServiceNow on Azure made available in Azure Marketplace

May 2023

ServiceNow on Azure - US

ServiceNow and the Microsoft Cloud



Manufacturing



Tech and telco



Financial Services



Healthcare



Retail and hospitality



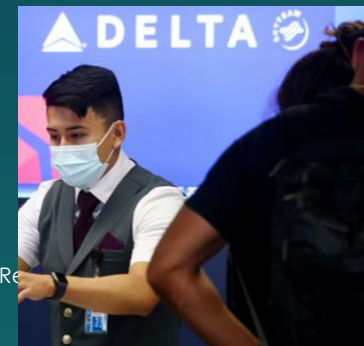
Public sector





Over 85% of the Fortune 500 work with ServiceNow

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OUR VALUES



Customers are at the center of our world, and we work tirelessly to deliver the best possible experience for them.

Our innovation is integral to their success, so their biggest challenges are our greatest opportunities.



When we all share the same goals and have clear roles in achieving them, anything is possible. We see bridges, not walls, and we cross them together, to deliver brilliant results as a team, every time.

And we enjoy the journey along the way!



Diversity, equity and inclusion are table stakes. Belonging is the breakthrough. We consistently lead with empathy, which means listening and acting so that we all feel at home here—because we think the best part of you is you.



Our best work is what we're doing next. We don't take success for granted—we're always ready to learn and evolve. And as we grow, you grow, bringing fresh ideas and new perspectives, every day.

OUR PEOPLE PACT

is our commitment to each other at ServiceNow.

Welcome and celebrate you

- Belonging
- Flexibility and trust
- Wellbeing



Dream big

- Who we are: our origins, purpose, values and priorities
- Our innovation
- Our global impact

Learn and grow with us

- Learning and development
- Pathways for growth
- Action-oriented feedback aligned to clear expectations

We're humbled



For EMEA



Top Employer Awards
Best for Diversity & Inclusion
Winner 2023



BECOME A SERVICENOW EXPERT

Learn in-demand skills on the ServiceNow platform, access 600+ self-paced course, and explore 18 role-based career learning paths.

Join our booming ecosystem and network with a thriving community of 500k+ members today!

RiseUp with ServiceNow

- Open to all backgrounds and experience (technical and non-technical)
- Self-paced courses and real-time training
- Get credentialed on ServiceNow products and solutions

Five role-based learning paths



System
Administrator



Application
Developer



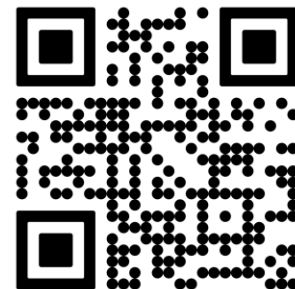
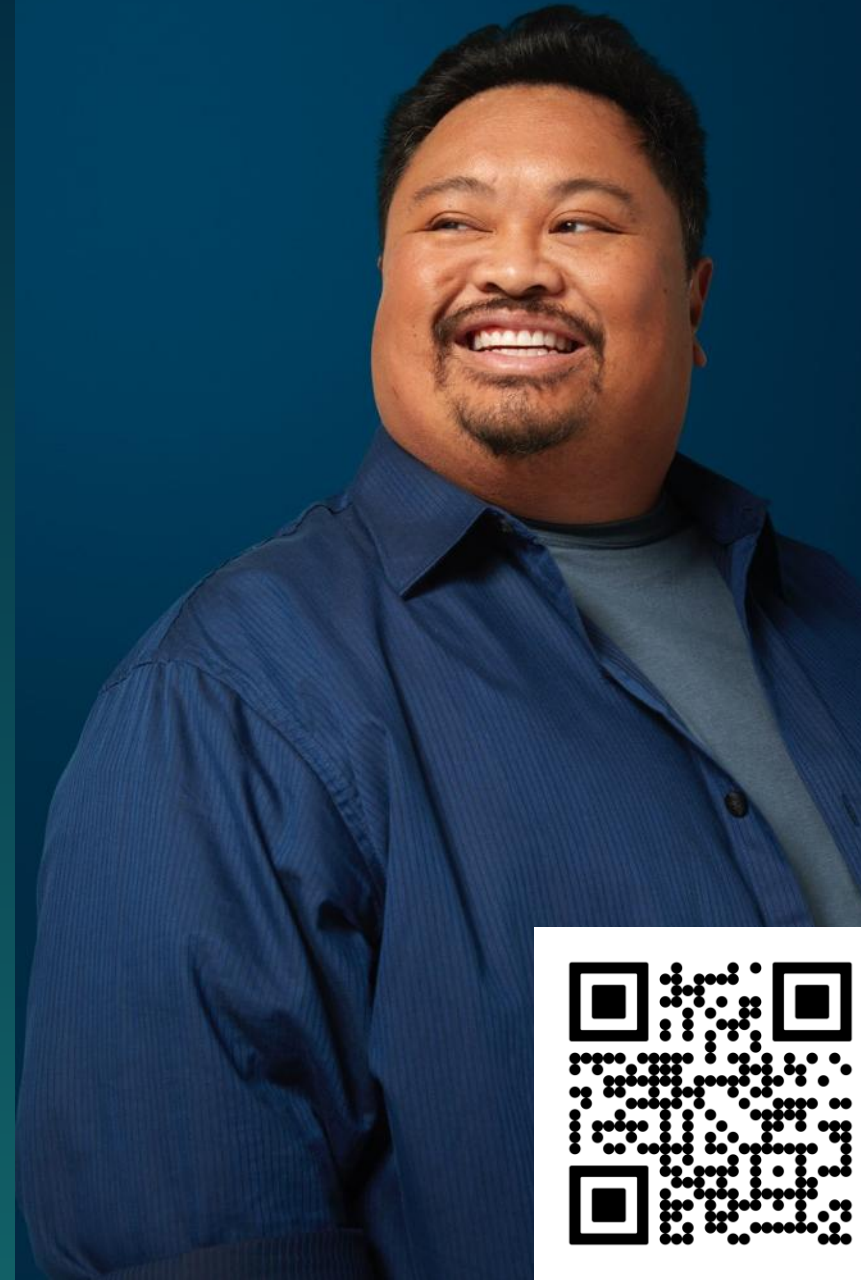
Implementer



Business Process
Analyst



Technical Project
Manager



Internship / Early in Career overview



Internships available at multiple locations



Impactful projects



12-week internship with multiple cohort options



Social impact



Skill-building training

- Work on impactful projects
- Mentoring & networking
- Fireside chats with executives



Mentorship

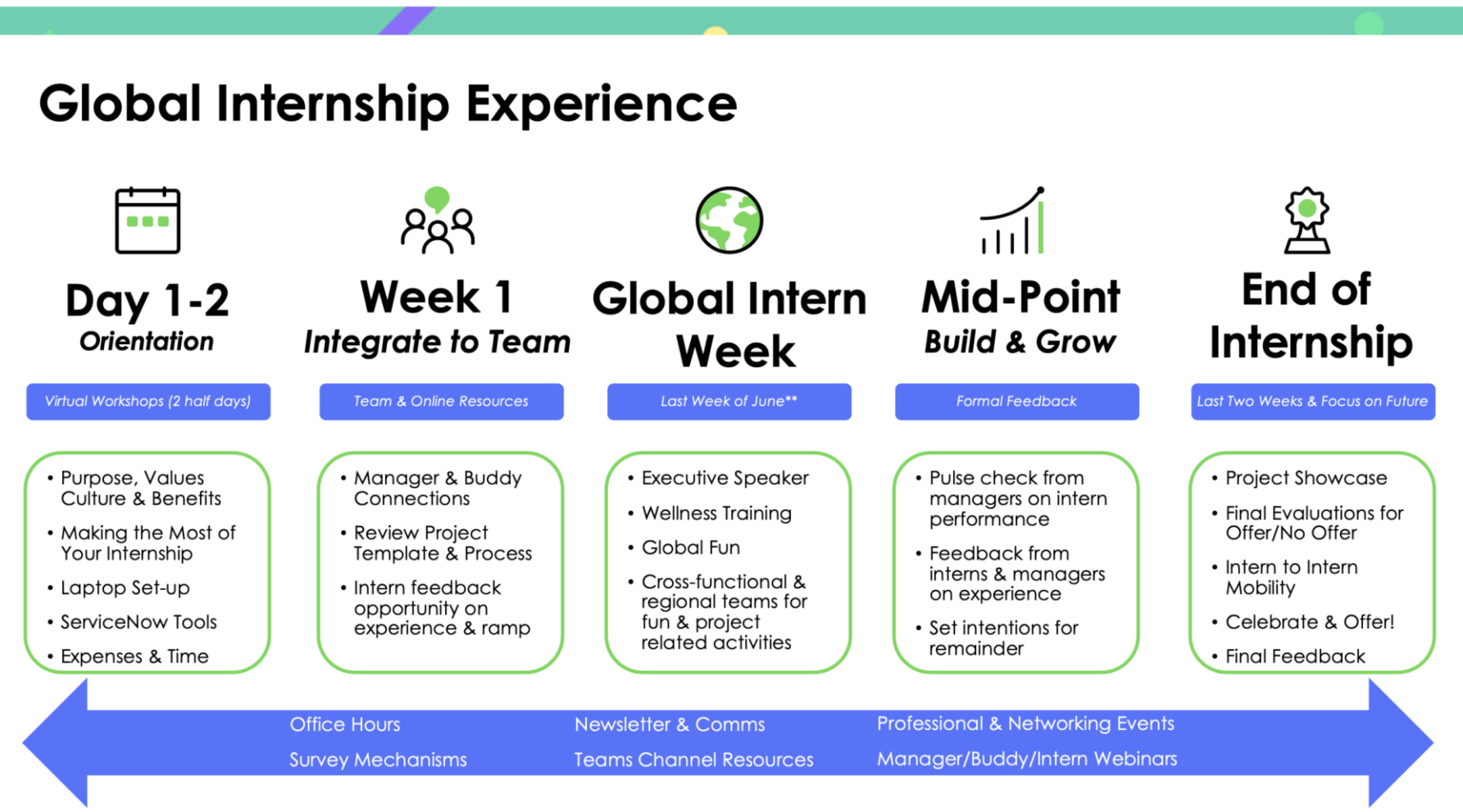


Return offer opportunities



https://talent.servicenow.com/flows/meet-servicenow-fndgwa_0k

Example of the ServiceNow Global Internship Experience





Thank you

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