



Media Release

ServiceNow and SoftwareOne announce strategic partnership to transform IT modernisation in the cloud

Strategic collaboration combines ServiceNow's leading AI and workflow automation capabilities and SoftwareOne's licensing consultancy to optimise and de-risk IT investments, and accelerate digital transformation

Santa Clara, CA USA and Stans, Switzerland | 30 January 2025 – **ServiceNow (NYSE: NOW), the AI platform for business transformation and [SoftwareOne Holding AG \(SIX:SWON\)](#), a leading global software and cloud solutions provider, today announced a multi-year strategic partnership to transform IT modernisation in the cloud. In the first phase of the partnership, the companies will launch a joint offering for customers that combines ServiceNow's leading workflow automation capabilities with SoftwareOne's software and cloud expertise. This will help maximise customers' ROI of software and cloud spend, enabling reinvestment in innovation and optimising IT operations.**

Through the partnership, customers will be enabled to accelerate innovation, enhance operational efficiency, and unlock new growth opportunities. This will allow them to gain IT asset visibility, manage the rising costs of software, and build a solid data foundation to support AI, security, and modernisation initiatives. It will improve employee and customer experiences by delivering end-to-end solutions that automate and optimise platform services. In addition, this approach maximises ROI and ensures an intuitive user experience, making it easier for employees to perform their tasks efficiently - thus, being quicker and better for clients which drives their satisfaction.

“Enterprises navigating cloud-first strategies face the challenge of modernising applications to maximise the value of existing software and hardware investments. SoftwareOne has been a proud ServiceNow Elite partner for years, helping our joint customers unlock the value of their software, cloud, and technology investments,” said **Raphael Erb, CEO at SoftwareOne**. “This strategic partnership represents a natural progression in our shared mission to help organisations digitally transform while optimising their IT ecosystems. The newly released offering will drive savings and growth for customers at a time of rapid transformation, when cost savings and consolidation matter more than ever.”

“As businesses navigate economic uncertainty, the need to reduce costs while maintaining momentum is more critical than ever,” said **Erica Volini, SVP Global Partnerships and Channels at ServiceNow**. “Our partnership with SoftwareOne is strategically designed to help organisations manage these pressures and deliver lasting value even in challenging times. This collaboration emphasises both companies' commitment to customer-centric innovation, operational excellence, and measurable business impact. It underscores our shared commitment to empower customers to unlock new opportunities for innovation and growth at scale.”



SoftwareOne supports customers globally in gaining visibility into their IT estate, resource consumption, costs, and risks, while automating time-consuming processes. As a ServiceNow Elite partner since 2017 with key competencies and over 350 ServiceNow certifications, SoftwareOne's expertise in particular focuses on Germany, Austria and Switzerland (DACH), The Netherlands, UK, France, and North America. Its capabilities were further strengthened by the [acquisition of Beniva Consulting](#), a provider of professional services for the implementation of the ServiceNow platform.

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About SoftwareOne

SoftwareOne is a leading global software and cloud solutions provider that is redefining how organisations build, buy and manage everything in the cloud. By helping clients to migrate and modernize their workloads and applications – and in parallel, to navigate and optimise the resulting software and cloud changes – SoftwareOne unlocks the value of technology. The company's ~9,300 employees are driven to deliver a portfolio of 7,500 software brands with a presence in over 60 countries. Headquartered in Switzerland, SoftwareOne is listed on the SIX Swiss Exchange under the ticker symbol SWON. Visit us at www.softwareone.com

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About ServiceNow

ServiceNow (NYSE: NOW) is putting AI to work for people. We move with the pace of innovation to help customers transform organizations across every industry while upholding a trustworthy, human centered approach to deploying our products and services at scale. Our AI platform for business transformation connects people, processes, data, and devices to increase productivity and maximize business outcomes. For more information, visit: www.servicenow.com.