

ServiceNow ESG Solutions

ServiceNow Environmental, Social, and Governance (ESG) Solutions leverage the ServiceNow platform to enable companies to drive sustainability, visibility, value, and trust. ServiceNow ESG Management and Reporting, the first ESG component release, is a new offering designed to help companies reduce the manual burden of managing and reporting on ESG initiatives.

Companies can track, manage, and report on key ESG strategy components across topics including environmental impact, talent attraction and retention, supply chain integrity, and data security and privacy.

ServiceNow also offers the ESG Operational Control Solution, integrating the new ESG SKU with ServiceNow Product Portfolio Management and Integrated Risk Management, established governance, risk, and compliance (GRC) products to help companies deepen their ESG maturity.

AT A GLANCE



ServiceNow helps companies simplify the ESG reporting process and operationalize their ESG strategy to drive the outcomes that matter most to stakeholders. Common ESG objectives include sustainability and responsible procurement, creating equitable opportunity, and acting with integrity (with a focus on safety, security, and data privacy).

DEEP DIVE



ServiceNow's ESG Operational Control Solution provides a single view across environmental, social, and governance impact. ServiceNow also facilitates wide-reaching ESG efforts that include additional platform touchpoints, such as Vendor Risk Management and Business Continuity Management, to support workflows and standardize processes.

LONG VIEW



Investing in ESG, both internally and in solutions for its customers, is part of ServiceNow's strategy to be "the defining enterprise software company of the 21st century." It is a step to make ServiceNow a thought leader in software while expanding its market opportunity.



MONEY: ServiceNow is expanding its addressable market beyond IT service management (ITSM) with customer and employee workflows. ESG, while a nascent market, further expands its opportunity.



MARKET: ServiceNow is aware of the risk of "greenwashing" its existing applications with ESG, and positions its ESG as a way to automate and standardize reporting on practices based on a company's ESG goals.



PEOPLE: A key component of ServiceNow's ESG strategy is creating equitable opportunity by cultivating diversity, inclusion, and belonging, and strengthening employee and community engagement.



TECH: In addition to ServiceNow components and capabilities, it is making data sets and partner tools available on the ServiceNow store.