



OFFICE OF THE MAYOR
CITY OF CHICAGO

servicenow®

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CONTACT:

Mayor's Press Office

312.744.3334

press@cityofchicago.org

**MAYOR EMANUEL AND SERVICENOW ANNOUNCE NEW TECHNOLOGY
DEVELOPMENT CENTER IN CHICAGO'S FULTON MARKET**

*A Leading Silicon Valley-based Enterprise Cloud Software Company, ServiceNow Picks Chicago for
Access to Top Engineering Talent and Network of Premier Computer Science Schools*

Mayor Emanuel and ServiceNow, the world's fastest-growing enterprise cloud software company with nearly \$2 billion in annual revenue, today announced the creation of a new technology Development Center in Chicago's Fulton Market neighborhood. The Development Center will be ServiceNow's first U.S.-based technology hub outside its Silicon Valley headquarters and West Coast locations. The company will begin hiring top engineering talent immediately and expects to create 150 new jobs over the next two years. Chicago was chosen for the expansion based on its strong network of computer science schools and depth of engineering talent.

"Chicago is strengthening our position as a global tech hub, and ServiceNow's investment in a Development Center here is another example of our ability to attract some of the top tech companies," Mayor Emanuel said. "ServiceNow will not just be a great employer but a great addition to Chicago's thriving community."

"Mayor Emanuel's focus on technology is a great fit for ServiceNow and our expanding team – Chicago has some of the brightest technology minds in the country, and at ServiceNow they'll be able to work on transformative technologies such as machine learning that are shaping the future of work," said ServiceNow President and CEO John Donahoe, a Chicago-area native. "ServiceNow is committed to making Chicago one of our technology hubs; the city not only brings us closer to top talent, but also to many of our customers headquartered in the area."

The ServiceNow Development Center will be temporarily located at co-working space Industrious, in Chicago's Fulton Market neighborhood. The company plans to occupy permanent office space in Fulton Market in 2019. Positions within the Development Center will focus on user experience and ServiceNow's core platform technologies, to meet the needs of its fast-growing business.

ServiceNow's cloud-based platform and products help companies simplify and streamline the way work gets done. Founded in San Diego in 2004, the company's headquarters is located in Santa Clara, Calif., in the heart of Silicon Valley. ServiceNow has more than 6,000 employees worldwide; its global customer base includes more than 40 percent of the world's 2,000 largest public companies, including leading Chicago-based companies.

ServiceNow Chief Product Officer Chirantan “CJ” Desai earned his MBA and Master’s Degree in computer science from the University of Illinois Urbana-Champaign and plans to partner with area universities.

“Many of the leading universities in Chicago and the state of Illinois are working on machine learning and artificial intelligence, technologies that ServiceNow is also advancing through our platform, and we look forward to actively recruiting from these schools, as well as partnering with them on joint research projects in these areas,” he said.

About ServiceNow

ServiceNow makes work better across the enterprise. Getting simple stuff done at work can be easy, and getting complex multi-step tasks completed can be painless. Our applications automate, predict, digitize and optimize business processes and tasks, across IT, customer service, security operations and HR service delivery, creating a better experience for your employees and customers while transforming your enterprise. ServiceNow (NYSE:NOW) is how work gets done. For more information, visit: www.servicenow.com.

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