

# Build cross-enterprise low-code apps fast with no sprawl

Digital transformation has never been more important to the Navy. The Chief of Naval Operations (CNO) has acknowledged that our ability to maintain sea control in the future is at risk. International challenges grow from near-peer adversaries that threaten our national security. Mission success in the future will depend on agile automation. Powered by the Now Platform®, App Engine fuels rapid delivery of workflows and applications to help the Navy drive innovation and dominance.

## Constant change requires continuous innovation

With today's pace of change, the best defense comes for those who can innovate the fastest. We need to react quickly when conditions change and new adversaries threaten international peace. To keep ahead of these threats, the Navy must modernize and transform their manual processes into automated digital workflows, while innovating new workflows to support their emerging needs and practices.

Innovation at this pace drives a significant demand for new apps and workflows. Keeping up with it isn't easy. Most commands don't have enough professional developers to meet the demand for new applications, leading to backlogs and slowing innovation. At the same time, adversaries keep improving their posture. We should demand and expect our digital workflows to be complete, end-to-end, and seamless across the enterprise. Speed and quality are critical and new apps need to deliver a modern, full-featured

experience for current and future mission needs. In addition, organizations create all these apps and workflows and risk creating an unwieldy universe of apps. This becomes challenging for IT operations to support or scale and it doesn't have to be this way.

## Fast-track innovation with a scalable low-code solution that delivers modern experiences users love.

Scaling innovation today requires more creators, less code, and simpler technology. But efficiency and productivity can't come at the expense of cost control and security. The proliferation of unbridled apps lacking the necessary enterprise guardrails introduces risk, and renders growth unsustainable.

With ServiceNow, all can contribute. Developers, mission specialists, technologists, and low-code developers (sailor developers) work individually or in collaborative teams, on the same platform. The result? Faster time to deployment and better apps that scale without sprawl



## Meet the low-code platform that empowers every creator.



### Sailor developers

Can build apps quickly with guided templates in a simple/intuitive low-code environment.



### IT Operations

Can conduct health checks and enforce guardrails to deploy apps with scale.



### Pro Developers

Are then freed up to focus on building high-value components.

## Low-code on App Engine

## ServiceNow® customers get to value fast with Creator Workflows

### Build

Low-code apps fast to respond to change.

**48**

Hours from concept to production.

### Create

Amazing unified experiences that users love.

**50k**

Users within first 2 weeks in production.

### Scale

App delivery confidently with no sprawl.

**90%**

Of business services supported with just 1 portal.

## Build Mission-Critical Apps Fast

- Empower all creators with bestpractice guidance, pre-built templates, and easy-to-use low-code tools
- Accelerate delivery from months and years to hours and days with modular building blocks and native in-platform features
- Enable team collaboration and reuse: no-/low-code creators can assemble components built by pro developers in a shared environment without sprawl

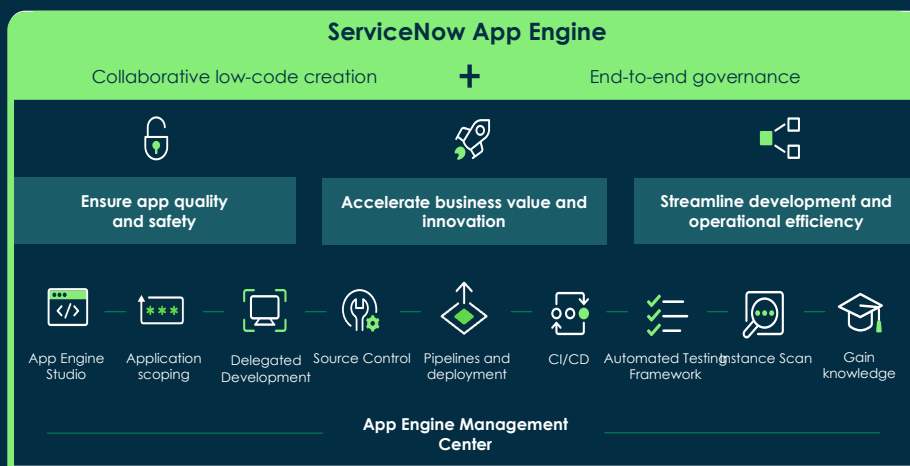
## Deliver Cross-Enterprise Apps for Agile Operations

- Create a powerful and unified app experience across enterprise systems with built-in automation, integration, analytics, and intelligence, on a single cloud platform
- Provide users with modern, consumergrade multichannel experiences that provide intelligent self-service and quick access to the right info
- Power knowledge worker productivity in a single view with full context, analytics, and AI-assisted recommendations to resolve issues quickly

## Scale 1000s of Apps Without Sprawl

- Turn your mission and business processes into powerful digital workflows that connect any system, app, and data with complete visibility into end-to-end processes
- Empower sailors with no coding experience to build apps while safeguarding app quality, safety, and platform stability
- Run apps confidently on our intelligent, high-capacity, and proven platform as the single foundation for delivering low-code apps across the enterprise with no sprawl

# Adopt at scale with built-in governance



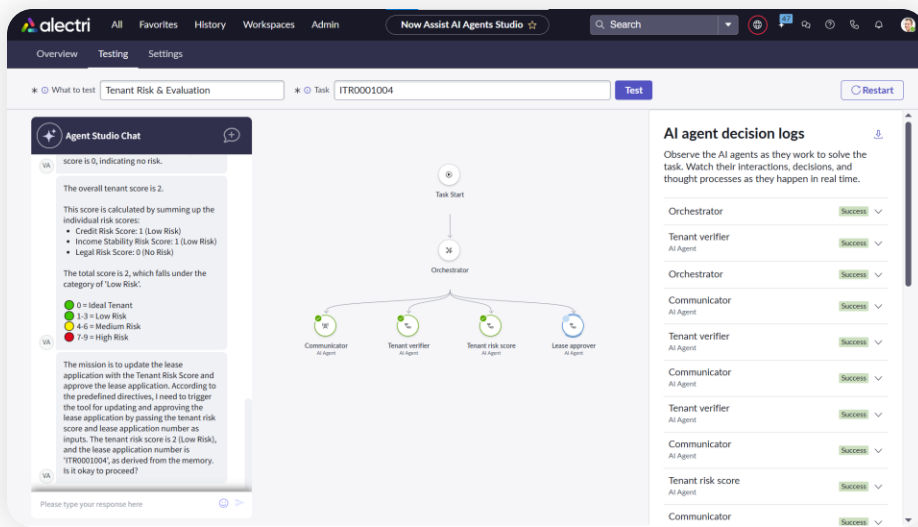
- Pre-built components
- Pre-built templates
- Out-of-the-box features
- Collaboration
- App intake forms
- Release management

To learn more about how your organization can build and release modernized apps faster with low code, visit the **App Engine website**

# Now Assist for App Engine

## Leverage Generative AI and AI Agents to Supercharge Custom Applications on the ServiceNow Platform

Now Assist for App Engine is a transformative solution that empowers organizations to embed advanced generative AI (GenAI) and AI agent capabilities into custom applications built on the ServiceNow platform. By integrating AI skills and adaptive agents into runtime environments, Now Assist for App Engine enhances productivity, streamlines workflows, and delivers smarter, more efficient app experiences. This solution enables businesses to unlock the full potential of their custom apps, providing seamless self-service, faster decision-making, and improved operational outcomes.



Now Assist for App Engine is a game-changing solution for ServiceNow customers looking to elevate their custom applications with AI-driven intelligence. By embedding generative AI skills and adaptive agents, Now Assist for App Engine reduces manual workloads, enhances user experiences, and accelerates business outcomes. Whether optimizing logistics, automating maintenance requests, or improving self-service, this solution empowers organizations to build smarter apps that adapt to real-time needs. Embrace Now Assist for App Engine to supercharge your custom app ecosystem and achieve greater efficiency and innovation on the ServiceNow platform.

### Now Assist for App Engine is a Game-Changer

- **More Context:** Seamlessly integrated into the ServiceNow runtime, leveraging full instance context for smarter AI responses.
- **Better Quality:** Powered by ServiceNow-specific fine-tuned models and a growing library of GenAI skills, delivering reliable and performant solutions.
- **Peace of Mind:** Built with data transparency, using only explicitly permitted datasets for training, ensuring compliance and trust.

## Benefits

### Enhanced Productivity and Efficiency

Now Assist for App Engine empowers users to embed AI skills and agents into custom applications, significantly boosting productivity and operational efficiency. With features like AI Agent Studio, Now Assist Skill Kit (NASK), and Now Assist Data Kit, developers can create adaptive agents and custom GenAI skills that automate tasks such as route optimization or predictive maintenance. This reduces human involvement in repetitive processes, accelerates request resolution, and improves self-service capabilities. The result is a more efficient workflow, with businesses reporting up to 30% faster task completion when leveraging AI-enhanced apps.

### Improved User Experiences

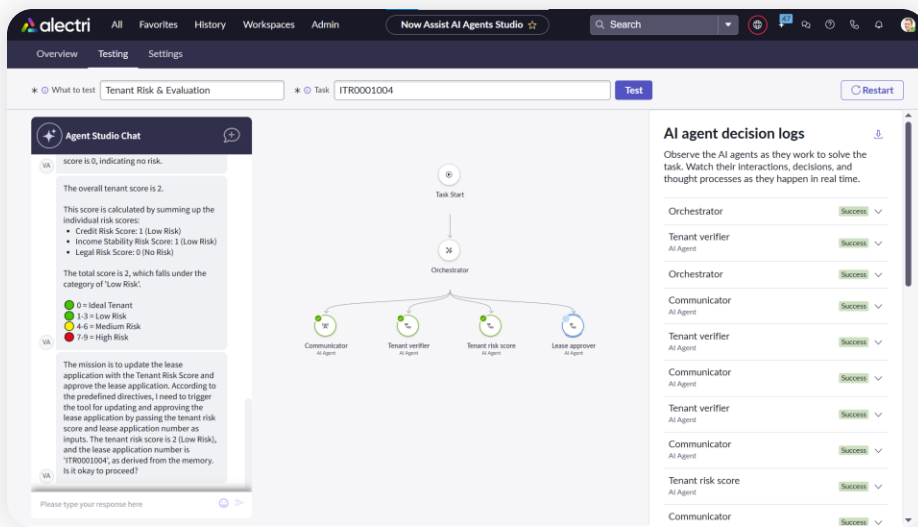
By embedding AI-powered runtime features, Now Assist for App Engine transforms how users interact with custom applications. Virtual Agent enhancements, knowledge generation, and GenAI-driven search and Q&A capabilities allow users to quickly find answers, resolve issues, and complete tasks with minimal effort. For example, a warehouse logistics app can use an AI agent to optimize delivery routes in real-time based on traffic and weather data, while requesters benefit from natural language-driven automation. This creates a more intuitive and responsive app experience for both fulfillers and end-users.

| Feature                                    | Description                                                                                           | Example                                                                                                                                                                                                                   |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>AI Agent Studio</b>                     | Create flexible, adaptive AI agents that support App Engine use cases.                                | Route optimization agent that optimizes logistics for warehouse-to-customer delivery or internal inventory movement, using real-time traffic, weather, and supply condition analysis.                                     |
| <b>Now Assist Skill Kit (NASK)</b>         | Develop custom GenAI skills with a prompt & example library for use in App Engine apps.               | A predictive GenAI skill that identifies potential operational issues in advance and triggers proactive measures to ensure smooth business operations.                                                                    |
| <b>Now Assist Data Kit</b>                 | Build and maintain datasets with synthetic data generation to evaluate custom NASK skills.            | Leverage a set of simulated operational failure scenarios, supported by synthetic datasets, to evaluate the effectiveness of a custom operational improvement GenAI skill in detecting and addressing issues proactively. |
| <b>Now Assist in Document Intelligence</b> | Integrate Document Intelligent's GenAI capabilities into flows and Playbooks for document processing. | Extract data from an inventory stock report using zero-shot document extraction, enabling source-preserved Q&A without pre-training.                                                                                      |
| <b>Now Assist in Virtual Agent</b>         | Use Virtual Agent Designer with LLM-enabled components to build GenAI-powered chatbots.               | Enhance an inventory support chatbot to guide users through request categorization and submission with a personalized touch.                                                                                              |
| <b>Now Assist Platform Skills</b>          | Leverage a growing library of GenAI skills for custom automation workflows.                           | Embed flexible automation in warehouse logistics that responds to natural language inputs.                                                                                                                                |
| <b>Now Assist Platform Navigation</b>      | Locate custom app tables via the Now Assist Panel without needing specific table names.               | Find custom app tables quickly using the Now Assist Panel, even without knowing their exact names.                                                                                                                        |
| <b>Knowledge Generation</b>                | Use GenAI to analyze custom app data and generate relevant Knowledge Base (KB) articles.              | Create a new KB article after resolving a complex fulfillment issue involving previously undocumented circumstances.                                                                                                      |
| <b>Search and Q&amp;A</b>                  | Search and summarize KB articles, policies, and guides published with your app.                       | Quickly find and understand key information from large volumes of custom app and process documentation.                                                                                                                   |

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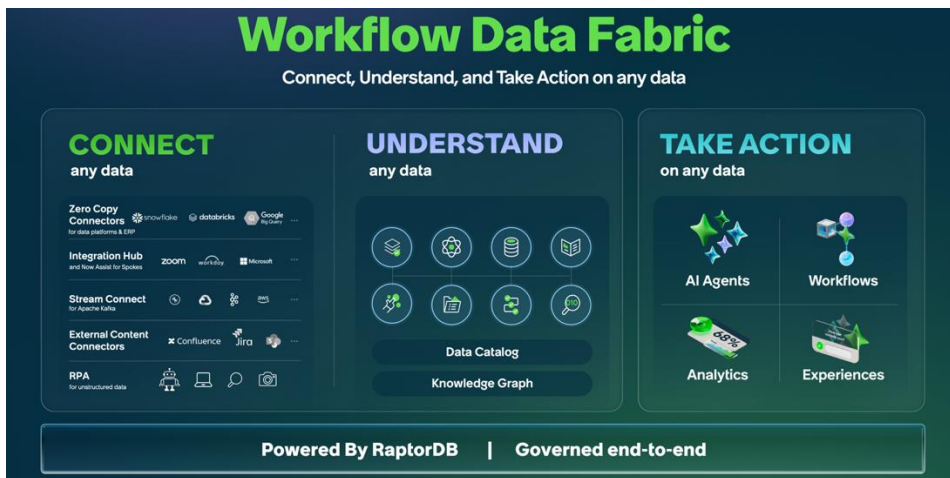
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## Connect, understand, and act on any data to fuel human and AI-powered workflows

ServiceNow is driving a bold new vision for the future of work with Agentic AI — a transformative approach to AI that goes beyond automating tasks. Agentic AI represents a shift from simple automations to AI Agents that can execute complex business processes on behalf of humans. But for AI Agents to be effective and deliver value, they need to be built on to a single platform that can access all of your data, process it, and govern it, all in real-time.

Our most strategic customers understand this, but their enterprise data sits in 100's of different systems, data lakes, hyperscalers and applications like ERP, HR, CRM. We solved this problem and done so in a unique to ServiceNow way—bringing data, AI, and workflows together on the AI Platform for business transformation.

ServiceNow Workflow Data Fabric, our new data foundation within our platform, unifies data across the enterprise to provide real-time, secure, and governed access to any source to enable employees and AI agents to solve complex issues—like preventing service disruptions, resolving customer requests faster, and optimizing complex operations—all on a single platform.



Workflow Data Fabric enables companies to connect, understand, and act on any data source to power both human and AI agent workflows. Here's how:

- First, we connect to your structured, unstructured, and streaming data in real-time—both inside and outside of ServiceNow—without the complexities of having to duplicate it, transfer it, or to build customizations to integrate it.
- Then, we contextualize the data, enrich it, and align it with your workflows to make generated experiences more personalized, resolutions more accurate, workflows more efficient and compliant, and AI Agents smarter and context aware.
- Finally, with access and complete understanding of all your critical data on our platform, you can put AI agents to work across every corner of your business, automate your most complex processes, and unlock more value from your existing investments.

### Workflow Data Fabric benefits include:

- **Seamless connectivity:** Unify your data with a broad set of integration capabilities like zero copy connectors, prebuilt spokes, streaming, and external content connectors.
- **Governed understanding:** Gain context with a data catalog that adds governance and knowledge graph.
- **Action at scale:** Drive real outcomes by taking action on a single AI platform—integrate data up to 6x faster and reduce TCO by up to 70%.

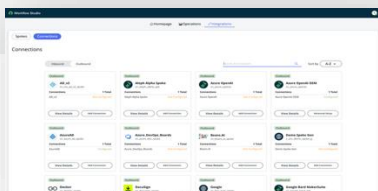
“As a major U.S. wireless provider generating over 2 petabytes of data daily, Stream Connect allows us to ingest much of this data in real time and automate mission-critical telecom workflows, resulting in a 97% improvement in our mean time to repair, versus our legacy processes.”

– Stephen Bingemer, Senior Solutions Architect, Service Management, DISH Network

# Workflow Data Fabric includes:

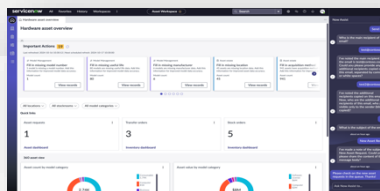
## Integration Hub

Reduce ServiceNow integration TCO by 70% with 200+ OOTB spokes and custom options via Now Assist, Spoke Generator, and Action Designer. Implement 3X faster, monitor with Usage Dashboard, and fuel AI securely with API data.



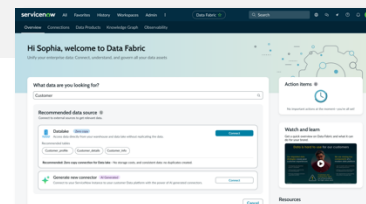
## Now Assist for Spokes

Generate spokes, RPA bots, and playbooks with GenAI, OpenAPI & Postman specs, API docs, and process diagrams, enabling anyone to automate tasks across systems and simplify interactions.



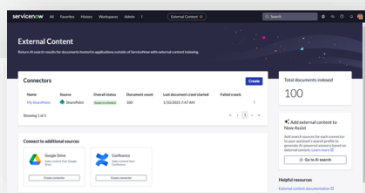
## Zero Copy Connectors

Real-time access to external data sources to data platforms and ERP systems directly, without copying or transferring data—improving performance, minimizing security risks, and eliminated the need for traditional ETL processes.



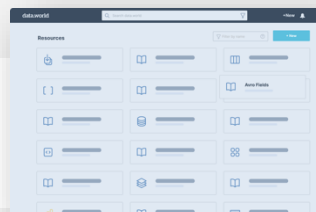
## External Content Connectors

Enable secure access to third-party content and document sources like SharePoint, Confluence, and more with AI-powered search and knowledge management—delivering a unified, scalable search experience.



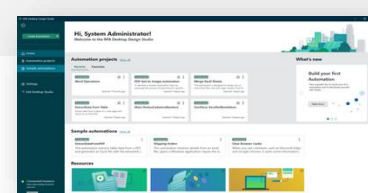
## Data Catalog

Organize and govern enterprise data with a unified data catalog that adds active metadata, enforces governance policies, and provides lineage and context so that information is easy to find, trust, and share.



## Robotic Process Automation (RPA) Hub

Integrate ServiceNow workflows with any system without API access; automate manual tasks in legacy, Java, Web, and Windows apps with RPA Desktop Design Studio. Orchestrate, deploy, and manage robots centrally with RPA Hub.



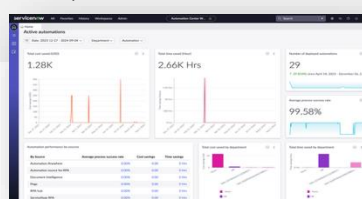
## Stream Connect

Process large-scale event streams in real-time with Stream Connect for Apache Kafka. Connect streams to ServiceNow workflows and AI, transform data with Kafka Message Flow Trigger, and export critical reporting data instantly—no batch exports needed.



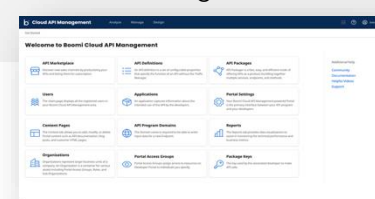
## Automation Center

Gain full visibility into your automation landscape. Monitor health, prevent failures, measure ROI, track goals, discover opportunities, manage requests, and prioritize tasks for end-to-end development.



## Boomi API Management

Monitor your entire API landscape—ServiceNow and external—from a single platform. Gain visibility into shared data and apps and close the lid on unsecured APIs to enhance workflows and AI governance.



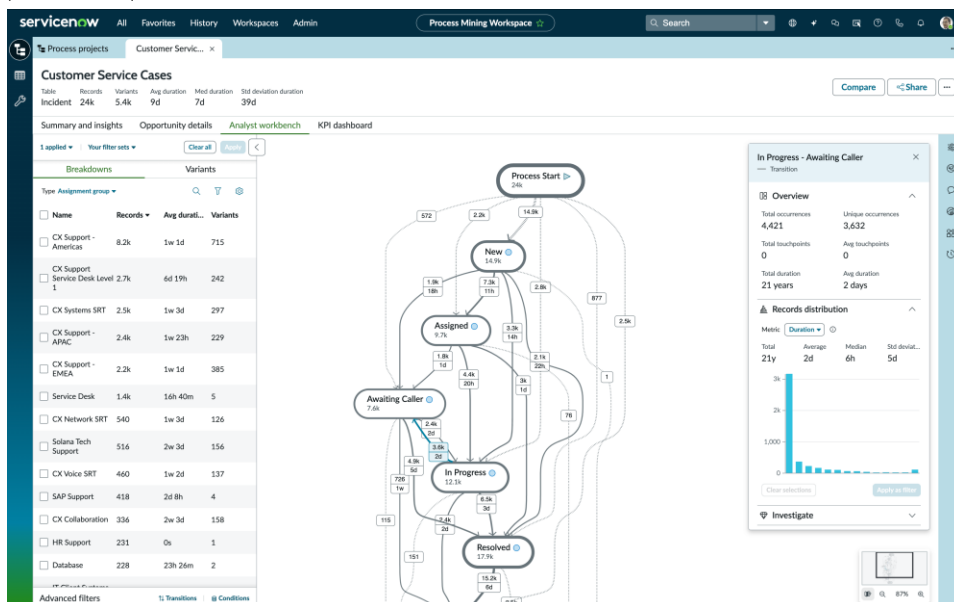
# Process and Task Mining

## Continuously improve workflow and AI Agent performance

We're at a major inflection point where AI agents are empowered to take autonomous action, marking a new era in AI automation. This historic shift enables organizations to move beyond passive AI tools to active agents that can execute tasks and dynamic workflows, alongside us and on our behalf, driving whole new levels of efficiency and innovation.

## AI is only as powerful as your data – including your process and task execution data

The effectiveness of AI is fundamentally tied to the quality and breadth of the data it accesses and understands. Enterprises on average have over 360 apps and these diverse data sources—from cloud platforms to data platforms to core systems of record to workstation apps and browsers - all feed into AI. Integrating them and understanding all of it is essential to unlocking AI's full potential. A vital part of all of this data is the process and task execution data that tracks the work that actually gets done in the real world. Captured in **real-time event logs** in ServiceNow and every one of those 360+ apps, it plays a critical role in realizing the full potential of AI agents and workflows. Process and Task Mining in the ServiceNow AI Platform, allows AI Agents and people to understand and act on this data via an AI powered data feedback loop for continuous process improvement.



## Mine in minutes, not weeks, for unmatched speed to value

Your workflow execution data is in ServiceNow, ready to be mined and capitalized on at the push of a button, including workflows that flow across your other apps – with your existing ServiceNow skills. Standalone point tools can take weeks or even months, require scarce specialized skills, and cause data integration complexity and security risk problems.

## Turn insights into action on a single platform

Improvement opportunities can be acted on instantly through Automation Center and AI Agent Studio, App Engine, and Workflow Data Fabric to build and deploy new agentic workflows, playbooks, automations, and other process changes that continually improve operational performance.

## Key Features & Benefits

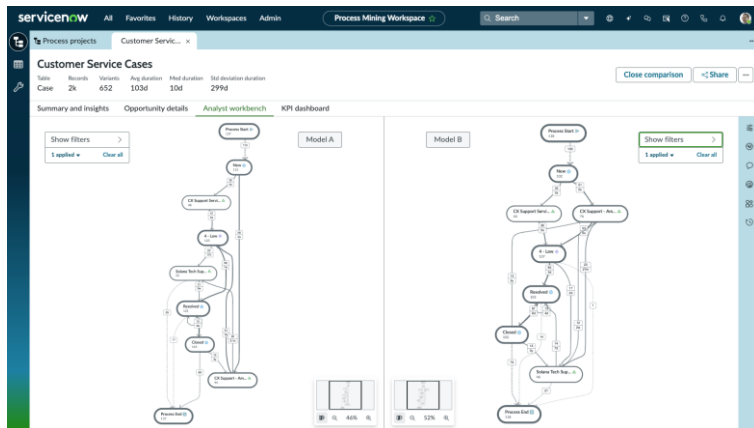
- Process discovery and visualization in process maps incl. side-by-side comparisons to identify bottlenecks and measure improvements
- Improvement Opportunities with Now Assist highlights make it easy for business stakeholders to make faster informed decisions
- Out-of-the-box improvement opportunity pattern detectors like rework, ping-pong, and slow transitions plus custom configurable detectors speed time to improvement
- Task Mining extends Process Mining to work done in any desktop app or browser for end-to-end insights and improvement
- Cluster, root cause, and work notes analysis detect inefficiency patterns and root cause and provide deep insights into detailed record-level information
- Native connection to Platform Analytics uncovers the “Why behind the KPI”
- Improve processes that involve multiple related tables with multi-dimensional mining
- Bottleneck analysis identifies transition outliers
- Process variation analysis identifies conformance and compliance gaps
- Rationalize legacy/low ROI apps with Now Assist for Playbook Generation from external process maps

**“ServiceNow Process Mining is a real game-changer, allowing us to uncover opportunities and insights for automation, workflow inefficiencies, and root cause analysis.”**

Technical Support Director,  
Global Health Services Company

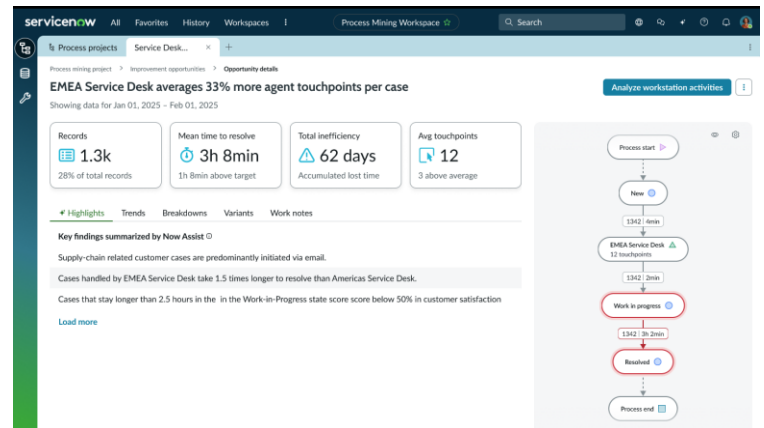
## Visualize real-world operations

Quickly visualize and understand your real-world process flows at the push of a button with AI-generated process maps – no data ETL required



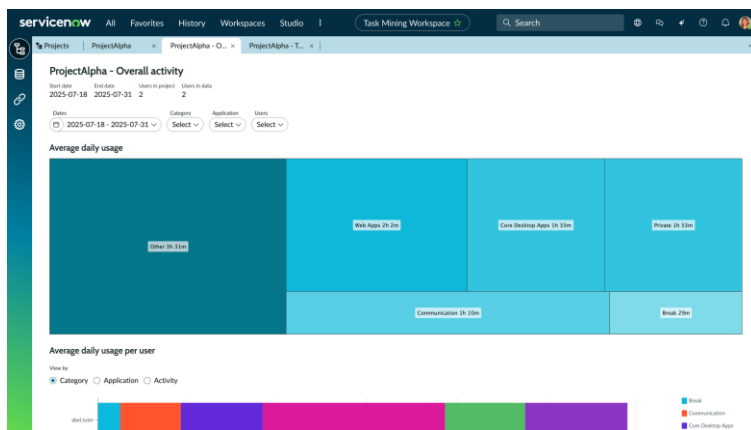
## Identify, prioritize, & capitalize on improvement opportunities

Quickly understand Now Assist highlights and high-level summaries of the most important issues and take instant action in Automation Center



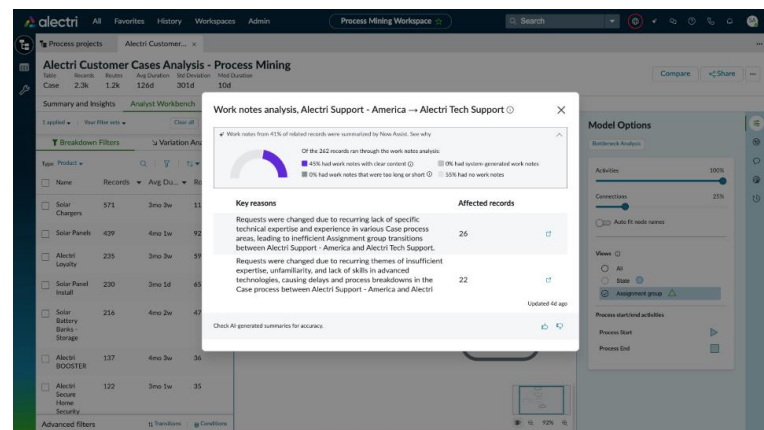
## Mine workstation tasks in end-to-end workflows

Task Mining analyzes work done in any desktop app (e.g. Excel, browsers), associates it to broader ServiceNow workflows, uncovering additional opportunities for workflow improvement



## Distill valuable information in unstructured work notes into actionable insights

Detailed, documented reasons for inefficiencies entered by front-line workers often hold the key to understanding root cause of an issue. Now Assist work notes analysis makes sense of it all for faster remediation.



**Get started today with free out-of-the-box Evaluation Projects**

# RaptorDB Professional

RaptorDB Pro is a high-performance database that's designed for speed and scale. It offers two unique features—integrated column-store index and parallel processing—which together, improves transaction times by up to 53%<sup>1</sup>, runs reports, analytics, and list views up to 27 times<sup>2</sup> faster, and unlocks up to a 3 times<sup>2</sup> increase in transactional throughput so you can support more users and more workflows on your ServiceNow instance.

## Analyze the same data that powers your workflows

It's incredibly challenging to run analytics on disparate data sources and systems—it requires deep technical understanding and involves complex data integration and third-party business intelligence tools. By centralizing operational data and analytics onto the ServiceNow Platform with RaptorDB Pro, you establish a single, unified system of action and insights that can deliver immediate value—enabling more employees to access contextual insights from the same data that powers their workflows.

## Improve decision-making with real-time analytics

Now employees can simultaneously run analytics on massive volumes of data and get real-time answers to their toughest questions on a single ServiceNow platform. Applications and dashboards load faster, drilling down and filtering lists on large datasets like CMDB is easier, and query results on ad-hoc requests like trend analysis return in seconds.

## Optimized for better workflow performance at scale

As a next generation database that's fine-tuned for ServiceNow workloads, RaptorDB Pro optimizes datastores for analytics and enhances workflow efficiency—powering applications that demand faster performance and higher data volumes at scale. It's engineered to help you maintain optimal workflow performance even as your workloads increase, data grows, and as you expand your footprint of the ServiceNow AI Platform.

## Action and insights at speed and scale on one platform

RaptorDB Pro isn't just a faster database. It's how you put more data to work to transform your business delivering the scale and speed needed for today and tomorrow's mission critical use cases.

### Better overall performance

ServiceNow workloads are more responsive with up to 53%<sup>1</sup> improvement in overall transactions times

### Faster query and analytics

Reports, analytics, and list views execute up to 27x<sup>2</sup> faster with parallel query execution and column-store index

### Scales with your growth

Up to 3x<sup>2</sup> more transactional throughput to support more users and more workflows

### Additional Features:

Built on top of PostgreSQL and optimized for NOW workloads. Additional features include:

- Enhanced analytics with built-in column store
- Advanced instance topology support
- Parallel query processing
- Increased resources

### Additional User Benefits:

- Business application users and agents enjoy faster load times on dashboards for real-time insights
- Analysts get query results in less time and can quickly load, filter, and group data on very large tables
- Platform Owners can confidently add new users, applications, workloads, and large datasets to the AI Platform providing headroom for growth

<sup>1</sup>RaptorDB Professional vs MariaDB for a Global Hotel & Resort Company

<sup>2</sup>ServiceNow Benchmark of RaptorDB Professional vs MariaDB

Instead of depending on separate systems—one to manage data, another to run analytics—RaptorDB Pro combines these systems at scale on a single platform eliminating the need for data mapping, complex integrations all while reducing IT system and data sprawl. Built with proprietary technology and extensions to open-source PostgreSQL, it works well for both transactional and analytics queries that run ServiceNow applications and workflows. Now employees can receive the personalized insights they're looking for from real-time analytics so they can automatically identify critical issues, deliver better customer support, and test and deploy new application features faster.

With built-in parallel processing, you can store more data, employees can run analytics on larger datasets at the same time, and the database can manage larger workloads without slowing down. RaptorDB Pro breaks larger tasks into smaller subtasks and efficiently distributes them across multiple CPUs so they can be simultaneously processed. Now you can seamlessly add more applications, data, and employees—from developers to business process analysts—to the ServiceNow AI Platform as your business scales and support new use cases that require heavier traffic and larger datasets.

Integrated column-store index automatically indexes and compresses your largest datasets efficiently. Now, with every query, the database only reads and processes relevant data instead of all of it—an essential feature needed for 27X faster analytics, scaling new use cases, and automating workflows on the AI Platform. With RaptorDB Pro, data gets processed faster, dashboards, pages, and applications load quicker, and employees can run ad-hoc analytics simultaneously to make more informed, in the moment decisions.

