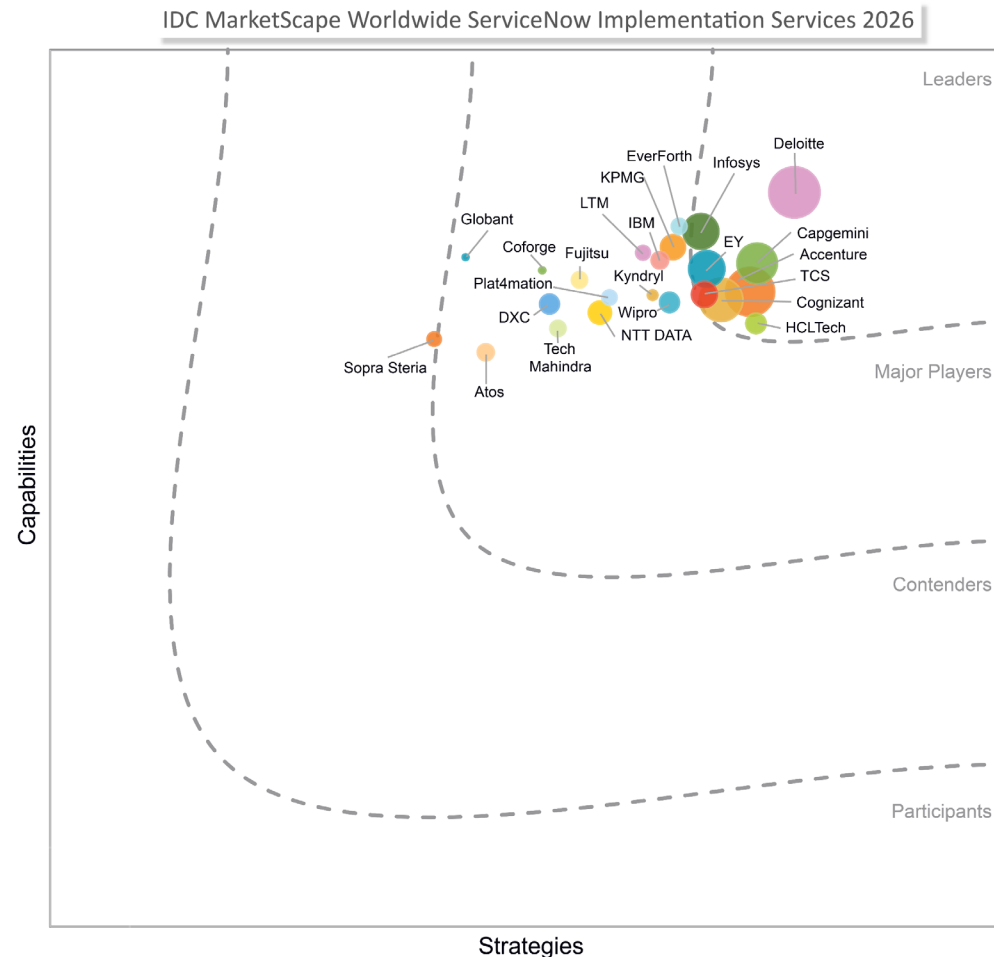




Source: IDC, 2026

SOURCE: IDC MarketScape: Worldwide ServiceNow Implementation Services 2026 Vendor Assessment, by Jason Bremner and Sreenivas Duvvuri Venkata, 25 August 2026, IDC # US54126726.

Disclaimer: The insights provided are part of the IDC MarketScape Excerpt, which is an extraction from the original IDC MarketScape assessment. Per IDC policy, only the Vendor Summary Profile for the purchasing vendor will be included in a given IDC MarketScape Excerpt. To gain access to the profiles for all suppliers included in the assessment, contact IDC.

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of technology and service suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles. Vendor year-over-year growth rate relative to the given market is indicated by a plus, neutral or minus next to the vendor name.