

Siemens and ServiceNow strengthen shopfloor security and drive generative AI-powered automation for shopfloor operations

- **Leading technology company Siemens and ServiceNow, the AI platform for business transformation, announced a new collaboration at the ServiceNow World Forum in Munich, Germany**
- **The collaboration helps transform shopfloor security and operations with Siemens Xcelerator**
- **New offering combines Siemens' Sinec Security Guard and the Siemens Industrial Copilot with ServiceNow's workflow automation**

Siemens and ServiceNow today announced a new collaboration, that debuted at the ServiceNow World Forum in Munich. The companies intend to enhance industrial cybersecurity and drive the integration of generative AI into shopfloor operations. This mutual cooperation leverages Siemens' Sinec Security Guard for industrial vulnerability management and the Siemens Industrial Copilot for generative AI-powered automation – with ServiceNow providing the workflow automation needed to streamline and enhance factory operations.

According to a [recent market analysis](#), the industrial cybersecurity market is expected to reach \$21.6 billion by 2028, driven by increasing threats to operational technology (OT) systems and the need for more comprehensive vulnerability management. The application of generative AI in industrial settings is also predicted to grow exponentially, with companies seeking to improve operational efficiency and human-machine collaboration.

Cathy Mauzaize, President EMEA at ServiceNow, said: “Our collaboration with Siemens represents a pivotal step in enhancing operational technology security and harnessing the power of generative AI on the shopfloor. With Siemens’ market-leading expertise in industrial automation and the ServiceNow platform’s ability to orchestrate and automate workflows, we are enabling our joint customers to respond to vulnerabilities and streamline operations with speed and intelligence.”

Rainer Brehm, CEO Factory Automation at Siemens, added: “Combining the strength of Siemens Xcelerator, including Sinec Security Guard and the Siemens Industrial Copilot, with ServiceNow’s automation capabilities will help our customers make faster, smarter decisions. This collaboration marks a significant milestone in securing OT environments and bringing cutting-edge AI technology directly to the factory floor.”

Factory security and efficiency with AI-driven automation

ServiceNow's Operational Technology Service Management (OTSM) suite plays a key role in this cooperation. OTSM helps organizations manage and secure their operational technology environments by integrating IT and OT workflows, providing real-time visibility, and automating processes across the entire factory floor. With the addition of Sinec Security Guard, ServiceNow's OT Vulnerability Response (OT VR) will be further enhanced to include more insights into vulnerabilities of OT equipment, enabling faster detection and remediation of security threats.



Siemens' Sinec Security Guard for industrial vulnerability management

In the area of automation, ServiceNow's Now Platform excels in orchestrating complex workflows and integrating AI insights into operational processes. Siemens brings in extensive industry domain know-how in the automation business. The Siemens Industrial Copilot is powered by generative AI and offers a transformative capability for human-machine collaboration on the shopfloor. Companies working with the Now Platform and mapping their workflows there can now easily create even more transparency with the Operations Copilot. A new level of transparency and control over operational processes can now be realized through the seamless interaction between static and dynamic machine data. Using natural language, the Operations Copilot assists shopfloor workers with detailed instructions and recommendations.

ServiceNow's ability to automate workflows – from maintenance scheduling to real-time problem-solving – helps ensure that these AI-driven insights translate into tangible and efficient actions that improve productivity and minimize downtime.



Companies can now easily create transparency with the Industrial Copilot

The combined strengths of Siemens and ServiceNow ensure that generative AI-driven insights from the Siemens Industrial Copilot are directly embedded in ServiceNow workflows. The companies are working together to help factories optimize their cybersecurity practices, enhance operational efficiency, and bring cutting-edge AI to the heart of manufacturing processes – setting new industry standards for resilience and innovation.

This press release and press pictures are available at <https://sie.ag/2rdHZh>

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Siemens Digital Industries (DI) is an innovation leader in automation and digitalization. Closely collaborating with partners and customers, DI drives the digital transformation in the process and discrete industries. With its Digital Enterprise portfolio, DI provides companies of all sizes with an end-to-end set of products, solutions, and services to integrate and digitalize the entire value chain. Optimized for the specific needs of each industry, DI's unique portfolio supports customers to achieve greater productivity and flexibility. DI is constantly adding innovations to its portfolio to integrate cutting-edge future technologies. Siemens Digital Industries has its global headquarters in Nuremberg, Germany, and has employed around 72,000 people internationally.

Siemens AG (Berlin and Munich) is a leading technology company focused on industry, infrastructure, mobility, and healthcare. The company's purpose is to create technology to transform the everyday, for everyone. By combining the real and the digital worlds, Siemens empowers customers to accelerate their digital and sustainability transformations, making factories more efficient, cities more livable, and transportation more sustainable. Siemens also owns a majority stake in the publicly listed company, Siemens Healthineers, a leading global medical technology provider shaping the future of healthcare.

In fiscal 2023, which ended on September 30, 2023, the Siemens Group generated revenue of €74.9 billion and net income of €8.5 billion. As of September 30, 2023, the company employed around 305,000 people worldwide on the basis of continuing operations. Further information is available on the Internet at www.siemens.com.

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.

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