

March 24, 2026

**The Manager,  
Department of Corporate Services  
BSE Limited**  
Floor 25, P.J. Towers,  
Dalal Street, Mumbai – 400 001  
BSE Scrip code – 532541  
Equity ISIN INE591G01025

**The General Manager,  
Department of Corporate Services  
The National Stock Exchange of India Limited**  
Exchange Plaza,  
Plot No. C/1, G Block, Bandra Kurla Complex,  
Bandra, Mumbai – 400 051  
NSE Symbol – COFORGE

Dear Sir/Madam,

**Subject: Press Release**

Pursuant to applicable provisions of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, as amended, please find enclosed press release of the Company announcing that “Coforge modernizes its global employee experience by adopting ServiceNow’s AI powered HR Service Delivery platform”

We request you to take the above on record.

**For Coforge Limited**

**Barkha Sharma  
Company Secretary & Compliance Officer**

**Encl.: As above**

## Coforge modernizes its global employee experience by adopting ServiceNow's AI-powered HR Service Delivery platform

Greater Noida, India, **March 24, 2026** – [ServiceNow](#) (NYSE: NOW), the AI platform for business transformation, and [Coforge Limited](#) (NSE: COFORGE), a global digital services and solutions provider, today announced the successful global rollout of the ServiceNow AI-powered HR Service Delivery (HRSD) platform at Coforge.

By adopting ServiceNow internally as a customer, Coforge has modernized and enhanced the employee experience for its **35,000+ global workforce**, marking a significant milestone in the company's enterprise-wide AI and digital transformation journey.

The GenAI-enabled HRSD platform redefines how HR services are delivered, accessed, and scaled across Coforge. Leveraging intelligent automation, intuitive self-service, and AI-driven insights, the platform accelerates service delivery, improves employee satisfaction, and enables a more consistent and connected experience across geographies.

As part of the implementation, Coforge has unified critical HR processes including **onboarding, background verification, learning, and performance management** through standardized workflows and deep integrations with learning platforms, verification systems, and core HR tools. The company has further extended the platform by building **AI agents** that enable predictive onboarding, personalized learning journeys, automated goal-setting workflows, and real-time performance analytics—helping deliver faster turnaround times, stronger compliance, and improved operational efficiency.

This internal transformation directly supports Coforge's high-growth trajectory and execution-driven culture. As the organization continues to expand across industries and regions, the ServiceNow-powered HRSD platform provides a scalable, AI-first foundation that allows HR teams to focus on high-value initiatives while maintaining execution rigor and operational excellence.

The unified HRSD portal empowers employees with seamless, self-service access to HR support, while equipping HR leaders with enhanced visibility into service performance, request volumes, and employee journeys. With data-led insights and proactive decision-making capabilities, Coforge is driving a modern, employee-centric HR experience aligned with its global workforce needs.

**Ashish Kumar, SVP-Cloud Business, Coforge**, said *"At Coforge, ServiceNow is not just a platform we implement for customers, but it is also a platform we use internally to run and scale our own enterprise. Our adoption of ServiceNow AI-powered HR Service Delivery*

*(HRSD) demonstrates how global organizations can modernize employee experience while maintaining execution discipline at scale.*

*HRSD has transformed HR delivery through GenAI-enabled workflows, intelligent self-service, and AI agents by simplifying complex HR operations while keeping employees at the center. The same architecture and operating model used at Coforge can be seamlessly extended to global enterprises, providing a scalable foundation for organizations navigating rapid growth and geographic complexity.”*

**Adrian Johnston, President APAC Sales, ServiceNow,** said “Coforge is setting a new benchmark for how fast-growing enterprises can use AI to deliver a modern, connected employee experience. By adopting the latest ServiceNow AI capabilities, Coforge has created an HR ecosystem that is proactive, personalized, and built for global scale. This implementation shows how AI-powered workflows can transform business operations, accelerate decision-making, and deliver measurable business impact for organizations that value speed, precision, and real-world business impact.”

The new platform enhances global consistency, reduces dependency on manual processes, and accelerates service timelines across HR, IT, Workplace Services, and Legal. As a result, employees can receive timely, unified support across all functions they interact with.

ServiceNow, a leader in AI-led business transformation with people at the center, continues to shape how modern enterprises evolve. As an Elite ServiceNow Partner, Coforge saw the ServiceNow HR Service Delivery (HRSD) platform as the clear and strategic choice for building its new global HR system. This rollout reinforces Coforge's position as an AI-first enterprise and establishes a scalable, high-performance HR operating model designed to support the company's continued growth and long-term execution strategy.

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## **About Coforge**

Coforge is a global digital services and solutions provider, leveraging emerging technologies and deep domain expertise to deliver real-world business impact for its clients. With a focus on select industries, a deep domain understanding of the underlying processes, and partnerships with leading technology platforms, Coforge is a trusted partner in transformation initiatives. Leading with its Product Engineering approach and utilising AI, Cloud, Data, Integration, and Automation technologies, Coforge transforms businesses into intelligent, high-growth enterprises. Coforge operates 33 global delivery centres and is present in 25 countries.

Learn more at [www.coforge.com](http://www.coforge.com).



**ServiceNow (NYSE: NOW) is the AI control tower for business reinvention.** The ServiceNow AI Platform integrates with any cloud, any model, and any data source to orchestrate how work flows across the enterprise. By unifying legacy systems, departmental tools, cloud applications, and AI agents, ServiceNow provides a single pane of glass that connects intelligence to execution across every corner of business. With more than 75 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous workflows that deliver measurable results. Learn how ServiceNow puts AI to work for people at [www.servicenow.com](http://www.servicenow.com).