Free Guide *Q4 2026*

The ServiceNow Renewal Guide *for nonprofits.*

Renew early. Lock in the AI-era platform on your terms.

01
What changed in 2026

02
Five questions to answer before you renew

03
Putting AI to work on what you already own

THE NEW MODEL

What changed *in 2026.*

ServiceNow has rebuilt how it packages the platform, with AI included in every tier. Each organization moves to the new model at its next renewal, which makes your renewal the moment to choose the right fit.

April 9, 2026
Foundation, Advanced and Prime replace the previous packages.

July 1, 2026
Previous packages reach end of sale. Renewals move to the new tiers.

Oct – Dec 2026
ServiceNow's fiscal fourth quarter. Its fiscal year ends December 31.

Your renewal
Starting early gives you time to choose the right tier and terms.

INCLUDED IN EVERY TIER

Now Assist	Generative AI skills and agents
AI Control Tower	Governance for the AI you use
Workflow Data Fabric	Connects your data to your workflows

AI usage is measured in Assists, drawn from one shared pool for your organization.

GOOD TO KNOW

The new tiers are not a direct swap for the previous packages. Some capabilities now sit in a higher tier. For example, Change and Problem Management are included in Advanced.

Before choosing a tier, check where each module your teams depend on lands.

BEFORE YOU RENEW

Five questions to answer *before you renew.*

A renewal goes best when you arrive with clear answers. These five questions take a few hours to work through and give you a plan you can take to your account team.

1 **What are we licensed for, and what do our teams actually use?**
Compare what you pay for with what you use today.

2 **Which capabilities can we not do without?**
Name the workflows that must carry over, and confirm their tier.

3 **Which tier fits each group of users?**
Not every team needs the same tier.

4 **How much AI will we use, and what happens if we use more?**
Understand your Assist pool before usage grows.

5 **What should our renewal terms cover?**
Set terms that support the next few years, not just the next twelve months.

The following pages walk through each question, with what to look for and what to ask.

1 What are we licensed for, and what do our teams actually use?

Instances grow over the years. Teams change, and modules get licensed for projects that have since moved on. Before you renew, compare your entitlements with real usage.

LOOK FOR

- Modules you are licensed for but not using
- Users with roles they no longer need
- Capabilities you use every day that are not yet reflected in your plans

Tip: Review your renewal quote line by line. Items can carry over from earlier agreements, so remove anything you no longer need.

2 Which capabilities can we not do without?

List the workflows your teams rely on every day, then confirm which tier includes each one. Under the new model, some capabilities sit in higher tiers. For example, Change and Problem Management are included in Advanced.

START WITH

- Processes tied to service levels, audits or compliance
- Integrations that other systems depend on
- Services your staff, volunteers or members use directly

3 Which tier fits each group of users?

Not every user needs the same tier. Map each group, such as IT, HR, facilities and program teams, to the tier that matches the work they do.

Foundation

Core service workflows, Virtual Agent, and AI included.

Advanced

Adds capabilities such as Change and Problem Management.

Prime

The most complete tier, for organizations running at scale.

4 How much AI will we use, and what happens if we use more?

AI usage is measured in Assists, drawn from a pool shared across your organization. Usage tends to grow once teams see what AI can do for them, so it pays to understand your pool before that happens.

ASK YOUR ACCOUNT TEAM

- How large is our Assist pool, and how was it sized?
- What is the rate for usage above the pool, and can we agree it now?
- How will we track usage during the year?

Tip: Ask for usage reporting from the start, so you can see adoption grow and plan your next renewal with real numbers.

5 What should our renewal terms cover?

A renewal is a chance to set terms that support the next few years, not just the next twelve months.

TOPICS TO RAISE

- Term length and price predictability
- Room to add users, modules or AI capacity as you grow
- The modules and workflows that must carry over
- A plan to adopt the AI capabilities included in your tier

WHY START THIS QUARTER

Q4 is the right time *to begin.*

The timing works

ServiceNow's fiscal year ends December 31, so year-end is when renewal conversations are most active.

You have room to compare

Starting early gives you time to map tiers and usage properly, rather than deciding under a deadline.

Budgets are being set

2027 planning is happening now. A clear renewal plan makes that conversation easier.

HOW CONVENE HELPS

A clear plan, *start to finish.*

STEP 1

License and usage review

We review what you own and what you use, including unused licenses and the modules you cannot lose.

STEP 2

Tier and AI mapping

We map each user group to the right tier and estimate your expected AI (Assist) usage.

STEP 3

Renewal plan

A clear brief: target tier, must-have terms, and the questions to raise with your account team.

STEP 4

Adoption roadmap

A 90-day plan to switch on the AI you are paying for: governance, data readiness and early wins.

One partner from license to delivery. For organizations under 1,500 seats, ServiceNow licensing runs through a partner. That makes it simpler to work with one team for licensing, implementation, support and AI.

RENEWAL READINESS REVIEW

Book a 30-minute review.

Bring your renewal date and current entitlements. You will leave knowing your likely tier, the questions to raise with your account team, and your next three steps.

Talk to the Convene ServiceNow team

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Packaging details are summarized from publicly available sources as of October 2026. Tier contents, Assist allocations and commercial terms vary by product and contract, so confirm specifics against your ServiceNow order form. Convene is a ServiceNow partner and does not set ServiceNow pricing. ServiceNow, Now Assist and related marks are trademarks of ServiceNow, Inc.