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**FOR IMMEDIATE RELEASE**

**RADCOM Announces Integration with ServiceNow to Automate Service and Complaint Resolution for Telecom Operators**

*Collaboration leverages AIOps to drive network efficiencies and enhance customer satisfaction with combined service management and service assurance solutions*

**TEL AVIV, Israel – February 11, 2025 – RADCOM Ltd. (Nasdaq: RDCM)** announced today the integration of RADCOM RAN Analytics Solution, part of RADCOM ACE Service Assurance, with ServiceNow, leveraging AIOps (the use of Artificial Intelligence technology to automate Operations) to offer advanced automated complaint resolution. The new solution provides ticket validation and prioritization to significantly reduce the time and effort network engineers spend on investigating and resolving technical issues and complaints. The joint effort enables RADCOM and ServiceNow to create better experiences and drive value for customers.

ServiceNow's expansive partner ecosystem and partner program are critical in supporting the substantial market opportunity for the ServiceNow Platform. The ServiceNow Partner Program recognizes and rewards partners for their varied expertise and experience to drive opportunities, open new markets, and help customers transform their business across the enterprise.

As a ServiceNow Registered Build Partner, the integration leverages data and notes captured from the live contact center interaction to automatically identify the reported issue in the network, investigate for the root cause, and offer a resolution. It applies AI/ML (Artificial Intelligence and Machine Learning) to correlate the complaining subscriber's RAN and core service metrics with customer case impact insights. This generates network resolution actions that maximize impact on large subscriber segments.

Unprioritized service tickets and technical customer complaints place a substantial load across different tiers of the technical support process, placing an undue burden on network engineering teams. Inefficient resolution workflows and tools can severely impact customer experience as tickets wait to be resolved. The integration with ServiceNow automates multiple service ticket resolution tasks. It interfaces with ServiceNow TSM (Telecommunications Service Management) to process network-assigned tickets, which results in all subscribers' complaints prioritized according to tasks based on customer impact scores.

"We are excited to be partnering with ServiceNow," said Benny Eppstein, Chief Executive Officer of RADCOM. "Our collaboration is a key milestone in our journey to expand our portfolio to support service management and customer care. We are steadfast in our commitment to offer advanced technologies that reduce costs and drive value to our customers, and this partnership exemplifies our resolve to further expand our AIOps offerings."

“Partnerships succeed best when we lean into our unique skills and expertise and have a clear view into the problem we’re trying to solve,” said Erica Volini, Executive Vice President, Worldwide Industries, Partners, and Go-to-Market at ServiceNow. “RADCOM’s integration with ServiceNow will help our customers create best-in-class subscriber experiences while reducing network engineering time and effort. I am thrilled to see the continued innovation we will achieve together to help organizations succeed in the era of digital business.”

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For all investor inquiries, please contact:

**Investor Relations:**

Miri Segal  
MS-IR LLC  
msegal@ms-ir.com

**Company Contact:**

Hadar Rahav  
CFO  
+972-77-7745062  
Hadar.Rahav@radcom.com

**About RADCOM**

RADCOM (Nasdaq: RDCM) is the leading expert in 5G-ready cloud-native, network intelligence solutions for telecom operators transitioning to 5G. RADCOM Network Intelligence consists of RADCOM Network Visibility, RADCOM Service Assurance, and RADCOM Network Insights. The RADCOM Network Intelligence suite offers intelligent, container-based, on-demand solutions to deliver network analysis from the RAN to the core for 5G assurance. Utilizing automated and dynamic solutions with smart minimal data collection and on-demand troubleshooting, and cutting-edge techniques based on machine learning, these solutions work in harmony to provide operators with an understanding of the entire customer experience and allow them to troubleshoot network performance from a high to granular level while reducing storage costs and cloud resource utilization. For more information on how to RADCOMize your network today, please visit [www.radcom.com](http://www.radcom.com), the content of which does not form a part of this press release.

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Certain statements made herein that use words such as “estimate,” “project,” “intend,” “expect,” “believe,” “will,” “might,” “potential,” “anticipate,” “plan” or similar expressions are intended to identify forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 and other securities laws. For example, when RADCOM discusses the potential benefits of its solutions and, in particular, integration with ServiceNow and the expected results of utilization thereof, it is using forward-looking statements. These forward-looking statements involve known and unknown risks and uncertainties that could cause the actual results, performance, or achievements of RADCOM to be materially different from those that may be expressed or implied by such statements, including, among others, changes in general economic and business conditions and specifically, decline in demand for RADCOM’s products, inability to timely develop and introduce new technologies, products, and applications, loss of market share and pressure on prices resulting from competition and the effects of the war in Israel. For additional information regarding these and other risks and uncertainties associated with RADCOM’s business, reference is made to RADCOM’s reports filed from time to time with the U.S. Securities and Exchange Commission. RADCOM does not undertake to revise or update any forward-looking statements for any reason.