



ServiceNow Integration

Optimize the Employee and Customer Experience with a 360° View of Service Data

ServiceNow ITSM is a modern cloud-based platform that helps today's modern organizations improve productivity and enhance the customer and employee experience. These modern enterprises know that an effective service strategy is a key requirement for business success. Yet, most companies use various software solutions to support their IT service management strategy. In addition to ServiceNow, companies also use other applications and data such as IT, Security, HR, Customer Service, and others, to provide a complete set of capabilities that deliver an enriched customer and employee experience. By integrating these systems, businesses can avoid a complex and disjointed service strategy. The payback can be transformational: streamlined and automated processes, quick and agile service management, increased customer satisfaction, and optimized costs.








Jitterbit's API Integration Platform offers fast, flexible integration with legacy, on-premises, and cloud applications. It enables you to build reliable, scalable integrations that extend ServiceNow into any business process to increase data accuracy, achieve widespread automation, support new business objectives, and improve overall efficiency.



The Business Case for Service Experience API360

The number of applications used by corporations to manage and improve the customer and employee experience is growing exponentially. Unfortunately, managing them has become a resource-intensive balancing act involving the coordination of multiple sets of employee and service data located in many different applications. For an organization to thrive, they must enable a free information flow across these applications. Here’s how a connected ITSM might look like in a cohesive IT environment:

SERVICE EXPERIENCE API 360 BUSINESS PROCESS EXAMPLES

	IT Operations Management	Effectively manage the lifecycle of IT assets, improve team productivity and deliver top quality service to customers.
	Human Capital Management	Onboard employees faster and manage them more efficiently with integration into HR systems to increase employee morale and productivity.
	Customer Service Management	Manage issue resolution accurately and expediently to improve customer satisfaction and longevity.
	IT Service Management	Effectively manage support tickets to accelerate issue resolution, optimize support and improve the user experience.
	Application Portfolio Management	Rationalize applications and eliminate redundancy to save costs, and maximize agile development.
	Asset Management	Streamline asset provisioning and inventory management to effectively maximize IT resources.
	Security Operations	Prevent, detect and respond to security threats and incidents effectively to protect valuable assets.



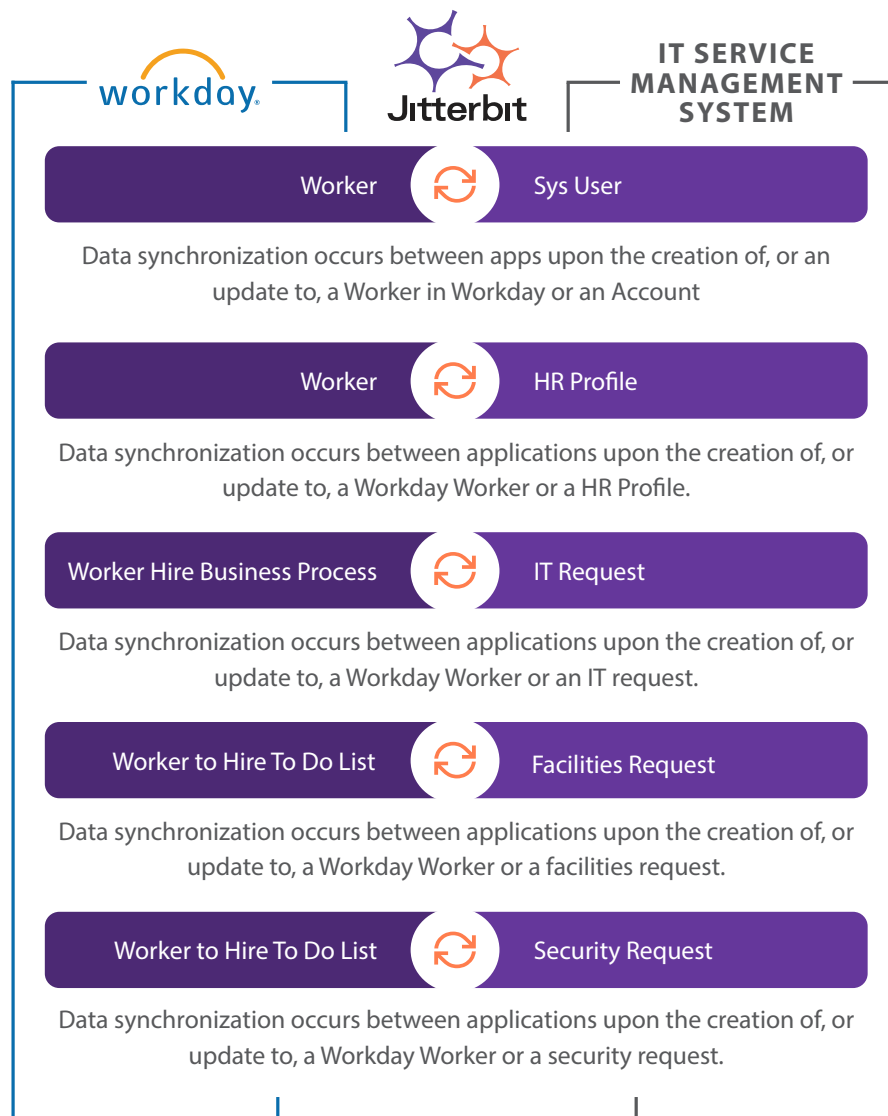
With years of experience in building ServiceNow integrations, Jitterbit has the expertise to provide you with integration solutions for a next-generation IT service management strategy over the long-term.

Fast-track Common Integration Use Cases with Process Templates

A Jitterbit Process Template includes pre-built integration workflows for a specific use case. Designed based on best practices gained from years of experience helping ServiceNow customers create these workflows, Process Templates can reduce the time to deploy integrations by 50-80%, and free up your IT resources for more strategic initiatives. Jitterbit Process Templates are:

- Packaged solutions that accelerate connections to commonly used objects, fields, and processes
- Pre-built workflows that automate data synchronization between objects such as IT Request, HR Profile, Facilities Request, Security Request
- Extensible and customizable to meet your unique requirements

Jitterbit offers Process Templates for a variety of typical business process use cases. For example:



Accelerate Integrations with Recipes

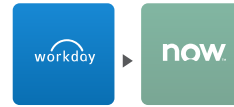
Jitterbit's Integration Recipes are pre-built integration mappings that move data in one direction between like objects across two applications or systems. You can think of these as the building blocks for the Process Templates or custom use case specific integrations. Use pre-built recipes to quick start your integrations between systems. Examples include:



Migrate ServiceNow Users to Salesforce Contacts



Sync Jira Issues to ServiceNow Issues



Sync Workday Workers to ServiceNow Workers



Migrate Magento Customers to ServiceNow Companies

For a complete list of ServiceNow Integration Recipes, [click here](#).

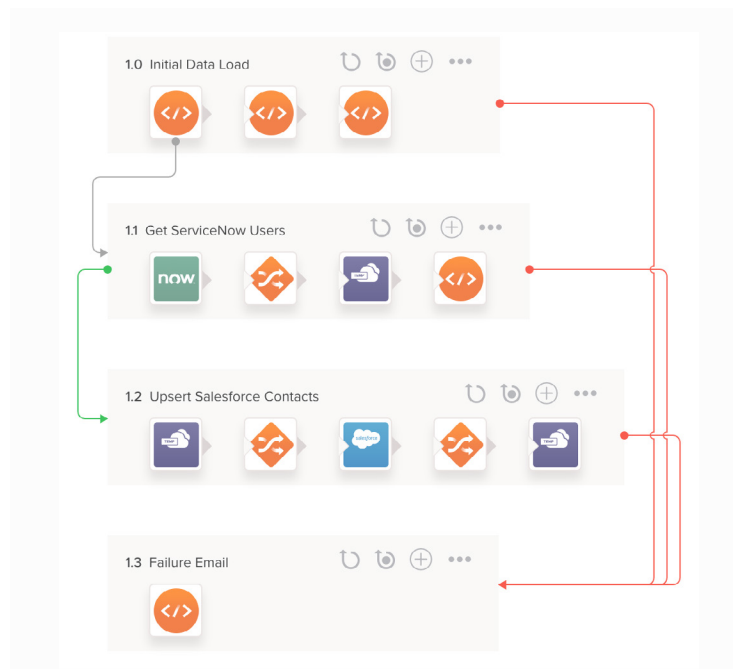
Connect to Anything with the ServiceNow Connector

Natively connect any cloud or on-premises application or data source to ServiceNow. The ServiceNow Connector allows you to connect to your ServiceNow instance, add or delete records, update existing data, or retrieve data for use in Jitterbit integrations.

The ServiceNow Connector enables you to:

- Access to an account on the ServiceNow account on the ServiceNow instance
- Support activates such as Query, Create, Update and Delete
- A specific ServiceNow connection and its activities are referred to as a ServiceNow endpoint. Once a connection is configured, activities associated with the endpoint are available from the Endpoints filter

For a complete list of ServiceNow Connector capabilities, [click here](#).



Jitterbit ServiceNow Connector

Enable Rapid Innovation with Jitterbit Harmony

Connect your operations with a single platform. Jitterbit Harmony -Integration Platform as a Service (iPaaS) – has all the integration tools you need to share data, automate business processes, and create new solutions or efficiencies. Easily create, design, and manage integration projects to orchestrate all your critical business processes.



DESIGN INTEGRATIONS

- Connect any data, app, or device
- Intelligently map data fields
- Build powerful workflows
- Infuse any application with artificial intelligence
- Automate business processes to streamline operations



DEPLOY ANYWHERE

- Create and publish APIs internally or externally
- Run in the cloud, on-premises, or hybrid
- Create secure local connections with lightweight agents
- Scale elastically to meet needs in real time
- Count on high availability with smart agent groups



MANAGE FROM ANY DEVICE

- Manage from the Harmony Cloud
- Provide secure access with user-based permissions
- Get real-time alerts and a complete audit trail
- Optimize intelligently across unlimited environments
- Manage your APIs and view enhanced analytics

To learn more, visit us at

www.jitterbit.com/solutions/servicenow-integration

CONNECT TO 1,000+ ENDPOINTS

APPLICATIONS

- Github
- Hewlett Packard Enterprise
- IBM
- Ivanti
- Jira Software
- Oracle
- SAP
- ServiceMax
- Snow
- Solarwinds
- Splunk
- Tenable
- Workday
- Zendesk

APIs

- Web Services (SOAP, REST), HTTP/S
- Custom API publishing and management
- OData Services
- and more

DATABASES

- Oracle
- SQL Server
- DB2
- MySQL
- Sybase
- and more

OTHER PROTOCOLS

- JDBC/ODBC
- FTP
- File Shares
- LDAP
- SMTP/POP3
- and more

DATA FORMATS

- JSON
- XML (WSDL, XSD)
- All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.)
- Flat/Hierarchical Text Structures
- and more

EXISTING SOA PLATFORMS

- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic
- and more