

Connect ServiceNow

Transform the Customer and Employee Experience with ServiceNow



Maximize the Enterprise

Jitterbit is the solution of choice for ServiceNow users that need to integrate enterprise IT service management (ITSM), IT operations management (ITOM), IT business management (ITBM), customer service management (CSM), security management, or HR management systems with any in-house or cloud-based system.

Integrating ServiceNow gives enterprises and their users the ability to make smarter decisions, serve more customers, and increase revenue and customer satisfaction by optimizing end-to-end business processes such as:

IT Development: Automate cases and tickets through tracking software such as Jira to improve service delivery

CRM and Customer Service: Synchronize customer information from CRM systems like Salesforce to help support and sales teams to respond more effectively

HCM and Onboarding: Provision and onboard employees with systems like Workday

ERP: Integrate financial systems such as SAP and NetSuite for orders and back office synchronization

Configuration Management: Integrate your Configuration Management Database (CMDB) for full visibility of your IT inventory and impact analysis

Artificial Intelligence: Connect with AI engines such as Microsoft Azure to quickly gain insights and streamline operations

With Jitterbit You Can:

- Easily integrate and deploy critical business processes using an intuitive drag-and-drop interface
- Get live faster using pre-built recipes and ServiceNow connectors
- Rapidly create new APIs from existing applications or data
- Realize ROI quickly with the lowest total cost of ownership and best-in-class support

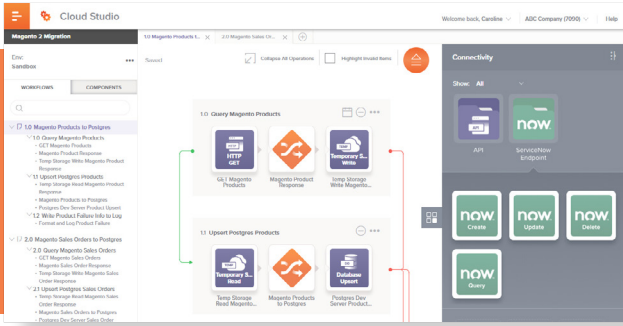
Jitterbit's API Integration platform delivers the most powerful and easy-to-use cloud integration solution available for connecting ServiceNow solutions to thousands of applications. Solve your business challenges quickly by utilizing a modern API and integration design interface, mapping tools, and management capabilities to accelerate your on-premises, cloud, and hybrid integration projects.

BENEFITS OF INTEGRATION

- ✓ Gain real-time visibility and insights into all aspects of the business
- ✓ Automate orders, tickets, inventory, onboarding and service processes
- ✓ Get full context of customer issues and priorities to make faster and smarter decisions
- ✓ Ensure that data is accurate and synchronized everywhere to eliminate the need for manual uploads or data entry
- ✓ Reduce costly errors due to missing or incorrect data
- ✓ Optimize customer and employee engagement and experience

Contact an API Integration Expert today!

jitterbit.com/contact



One Platform Limitless Opportunities

The Jitterbit Harmony API Integration Platform enables companies to integrate thousands of applications and data sources as well as create and publish APIs from existing systems.

By using an intuitive platform that combines integration and APIs into one solution, enterprises can:



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
- Rapidly create connectivity with the no-code Connector Builder
- Get started fast with the ServiceNow connector and pre-built recipes



DEPLOY ANYWHERE

- Create and publish APIs internally or externally
- Run cloud, on-premise, 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

CONNECT TO 1,000+ ENDPOINTS

APPLICATIONS

- ServiceNow
- SAP
- NetSuite
- Salesforce
- Slack
- Magento
- Workday
- PeopleSoft
- Jira
- and more

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