

BPA Platform

# ServiceNow Integration

Integrating ServiceNow with business software



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ServiceNow provides service management SaaS, specialising in IT services management (ITSM), IT operations management (ITOM) and IT business management (ITBM). Integrating ServiceNow with other business systems will help eradicate repetitive data entry, improve business efficiency and reduce costs.



## The Problem

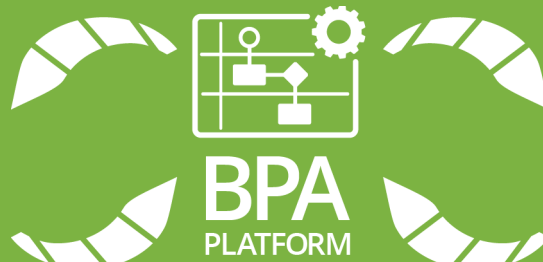
ServiceNow is a powerful SaaS suite that provides the majority of requirements that businesses need for service management. However, to further extend the capabilities of the platform, it needs to be integrated with other cloud-based or on-premises business solutions, especially financial and sales systems, such as accounting, CRM and ERP.



## The Solution & Commercial Benefits

Codeless Platforms' ServiceNow Connector can improve business efficiency through its drag and drop integration and business process automation capabilities, helping to improve the visibility of information and reduce costs.

- Improve financial performance and service management
- Eradicate data entry errors and associated costs
- Improve the visibility of and access to important information
- Increase company and employee productivity



## Integrating ServiceNow with other systems and services

ServiceNow is an extremely comprehensive SaaS product, providing a flexible development platform and a wide range of service management modules. However, if you want to integrate additional systems, such as external SaaS, IaaS, legacy systems, CRM, ERP, on-premises applications, data sources or databases, then Codeless Platforms' ServiceNow Connector can quickly and easily provide the integration between them.

The Connector is commercially proven with Access Dimensions, Epicor, Microsoft Dynamics, NetSuite, Oracle, Sage, SAP Business One, SYSPRO, Infor CRM, Salesforce, Zendesk, and a wealth of other applications, databases and web-based services.

### Automating the transfer of financial data between systems

Any financial information generated within your ServiceNow environment, such as customer accounts, expenses, orders or payments, needs to be shared with your existing financial system, and vice versa. The ServiceNow Connector can monitor ServiceNow and your accounting or ERP system and automate the transfer of financial data between them.

A new feature in ServiceNow (New York) is a Finance Close Automation (FCA) application that simplifies the accounting and finance close process. Using the Connector you can automate the posting of journal entries, reverse journal entries and auto-reverse accruals in financial software.





### Business process automation across multiple systems

Sales opportunities, requests or enquiries may well be generated outside of your ServiceNow environment, such as via a CRM system (Dynamics CRM, Infor CRM, Sage CRM, Salesforce etc.), marketing application or additional help desk software, which need to be imported into your ServiceNow applications.

The ServiceNow Connector can automatically monitor these systems and push this information into ServiceNow and vice versa. Automated notifications, via email and SMS, can also be integrated with any ServiceNow application, providing the ability to automate customer and service updates, report distribution and business alerts.

## BPA Platform Capabilities

Discover how our **Business Process Automation Platform** can help your business

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|---|---|--|---|
| <input type="checkbox"/> BPA Platform capability used                               | <input type="checkbox"/> BPA Platform Capability used                               | <input checked="" type="checkbox"/> BPA Platform capability used                     | <input type="checkbox"/> BPA Platform Capability                                      |
|  |  |  |  |
| Notifications & Alerts  | Reports & Document Automation   | Data Integration & Synchronisation   | Workflow & Human Interaction  |

Click the button to learn more about the BPA Platform

 [View BPA Platform](#)

## Want to learn more?

Discover how Codeless Platforms can help your business by improving performance, boosting efficiency and cutting costs



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