Automate and connect anything to ServiceNow

In the new global economy, work has changed. Workers are now more distributed, and their work is becoming more digital. Because of this, there has been a stronger focus on efficiency through automation. Automation has also become a way for enterprises to differentiate against their competitors – a recent Bain & Co study indicated that market leaders are automating 2-5x more than their counterparts. It’s automation that makes work flow seamlessly, by orchestrating people, processes, and systems across the enterprise.

However, accelerating automation is not easy. Enterprises often rely on many legacy systems to automate their core business processes. However, these systems were built with old technology that doesn’t easily connect to other important systems. This creates disconnected people and processes – based on inaccurate or outdated information. What’s worse, employees can also become burdened with routine, manual data entry work just to sync information between these systems. In order to automate ServiceNow workflows at scale, enterprises need a solution that connects to both modern and legacy systems and eliminates repetitive UI-based tasks. That’s where Automation Engine comes in.

Automation Engine empowers ServiceNow platform owners to make work flow seamlessly by quickly and easily connecting to any system and automating routine, UI-centric work, all in a single platform. Automation Engine combines the value of Integration Hub with all-new RPA (Robotic Process Automation) capabilities to form a holistic automation solution.

What you get:
• 175+ spokes with thousands of actions
• Flow templates: Notifications, Document Management, DevOps, CRM, System Access
• Out-of-the-box solutions: Password Reset, Client Software Distribution, Citrix VAD requests, System Access, Integration Hub Import
• 1300+ RPA Components for launching applications, finding windows, working with databases, evaluating expressions
• RPA Capabilities: Native Computer Vision, Desktop in Desktop, OCR, Rules Engine
• RPA Connectors: Chrome/IE, Outlook, Windows/Java, Mainframe AS400, PDF, Barcode

Why it’s valuable:
• Ease of use for ServiceNow developers: Native to the Now Platform with fully embedded tools for integration and RPA
• 3X faster time to value with packaged integrations and solutions
• 70% lower TCO with development, maintenance, support, and upgrades owned by ServiceNow

Native, low-code automation and integration for ServiceNow. Same platform, same experience, designed for ServiceNow developers.
Enhancing the value of ServiceNow workflows

ServiceNow workflows help deliver great experiences and enhance productivity by orchestrating people, processes, and systems across all areas of your business. Establishing connectivity to modern and legacy systems is integral for these workflows to become truly seamless. With embedded integration and automation all on a single platform, Automation Engine is the fastest time-to-value for connecting any system to ServiceNow and optimizing your ServiceNow impact.

Ignite IT service productivity by automating request resolution and deflecting incidents

Automate up to 80% of tickets with Virtual Agent, Service Catalog, and Automation Engine. Quickly address top IT use cases including password reset, client software distribution, system access provisioning, and more.

Optimize cross-enterprise processes with automation and low-code

Save 1,000+ productivity hours per year by transforming rigid, legacy BPM processes into flexible digital workflows. Accelerate citizen automation to unleash productivity and innovation.

Provide unified employee service experiences with connected systems

Connect and automate unified employee and global business service experiences end-to-end across departmental and back-end systems of record. Spokes and bots can be used to extend out of the box Employee and Creator workflows in Flow Designer to connect to any system.

Improved customer operations by connecting front to back office and automating processes

Achieve 70% increase in process efficiency with data import/sync from CRM to CSM, data lookup in CRM, CPQ, and billing systems, and integration of CX intelligence into ServiceNow workflows.
Low-code integration and automation for ServiceNow

Automation Engine delivers the fastest time-to-value for automating and connecting modern and legacy systems to ServiceNow.

**Integrate and automate in Flow Designer**

Apply Integration Hub spokes in Flow Designer to extend and create trigger-based workflows. Flow Designer also enables developers to call RPA actions and allows Flow Designer actions and sub-flows to interact with RPA Hub objects.

**Packaged integrations for faster time to value**

Simplify and accelerate integrations and process automation with 175+ spokes (application-specific sets of automation actions and subflows), flow templates, and solutions for top use cases such as password reset, system access, client software distribution, and Citrix VAD requests.

**Build custom integrations with Action Designer**

Create custom integrations for differentiated use cases, and package as spokes for re-use by anyone. Action Designer supports REST, SOAP, PowerShell, SSH, JDBC, SFTP, JSON, XML, API introspection, data stream actions, and more.

**Robust RPA capabilities**

Rapidly automate common bot patterns with centralized orchestration in RPA Desktop Studio. Attended and unattended robots, Native Computer Vision, and Desktop in Desktop, as well as bot process and automation management.

**Out-of-the-box RPA connectors**

Quickly build automations with packaged components to common systems including Chrome/IE, Microsoft Office, Outlook, Mainframe AS400, PDF, and more.