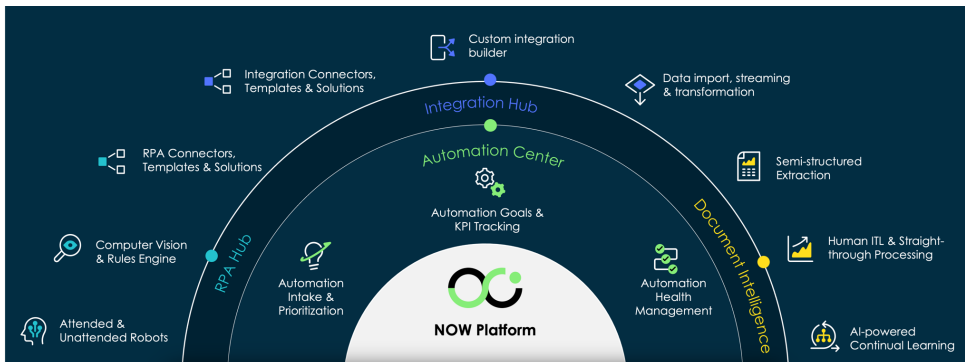


Automate and connect anything to ServiceNow

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 for their core business processes. However, these systems were built with old technology that doesn't easily connect to other important systems. This creates disconnected processes based on inaccurate or outdated information.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.



Native, low-code automation and integration for ServiceNow. Same platform, same experience, designed for ServiceNow developers.

Automation Engine empowers ServiceNow platform owners to make work flow seamlessly across siloes by quickly and easily connecting to any system and automating routine, UI-centric work, all on a single platform. Automation Engine combines the value of Integration Hub with RPA Hub (Robotic Process Automation) and Document Intelligence for a complete automation solution.



Connect any system to ServiceNow



Eliminate manual, repetitive actions so people can focus on the work they love



Accelerate time-to-value with turnkey solutions for ServiceNow



Unify your approach to hyperautomation with all capabilities in a single platform

Automation Engine

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, AWS CloudFormation, Integration Hub Import
- **1300+ RPA Components** for launching applications, invoking UI methods, working with databases, evaluating expressions
- **RPA Capabilities:** Native Computer Vision, Desktop in Desktop, OCR, Rules Engine
- **RPA Connectors:** Chrome and Edge (Chromium) browsers, Outlook, Excel, Windows/Java, Mainframe AS400, PDF, Barcode, Citrix
- **RPA Templates:** Password Reset for Oracle EBS
- **Document Intelligence:** AI-powered data extraction and seamless workflow integration
- **Automation Center:** Central, vendor agnostic hub for complete visibility of the entire hyperautomation landscape

Why it's valuable:

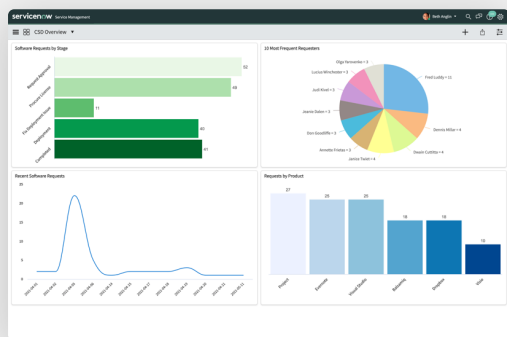
- **Ease of use for ServiceNow developers:** Native to the Now Platform with fully embedded tools for integration, RPA, and IDP
- **3X faster time to value** with packaged integrations and solutions
- **70% lower TCO** with development, maintenance, support, and upgrades owned by ServiceNow

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.

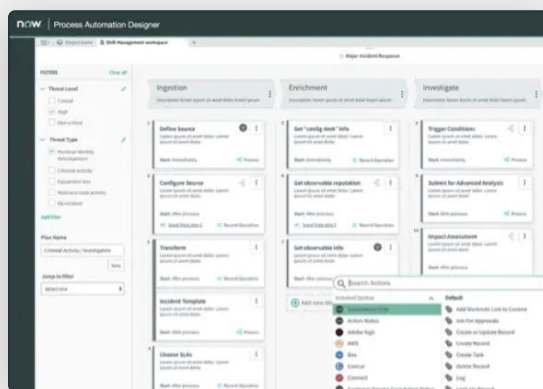
Ignite IT service productivity by automating request resolution and deflecting incidents

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.



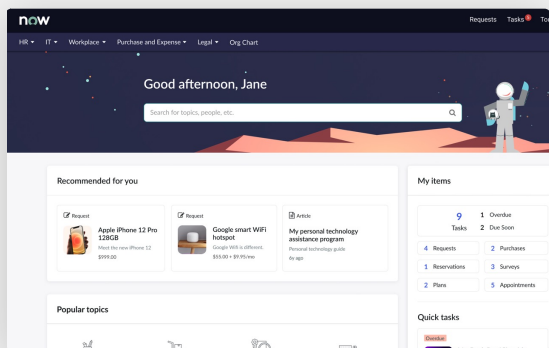
Optimize cross-enterprise processes with automation and low-code

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.



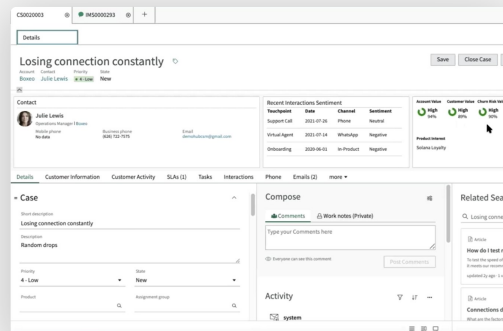
Provide unified employee service experiences with connected systems

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

Integrate data and embed actions in Agent Workspace to drive agent productivity and visibility. Increase process efficiency with data import/sync from CRM to CSM, data lookup in ERP, CPQ, and billing systems, and initiate actions in operational systems like Jira for faster resolution.

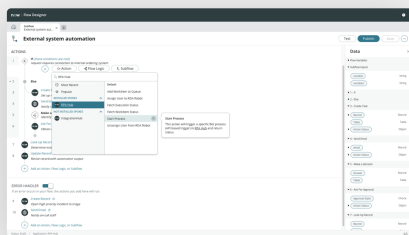


Low-code integration and automation for ServiceNow

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

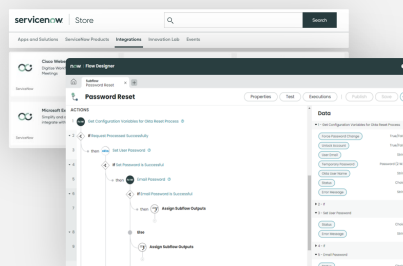
Integrate and automate in Flow Designer

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.



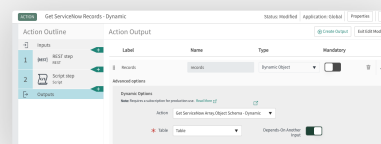
Packaged integrations for faster time to value

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.



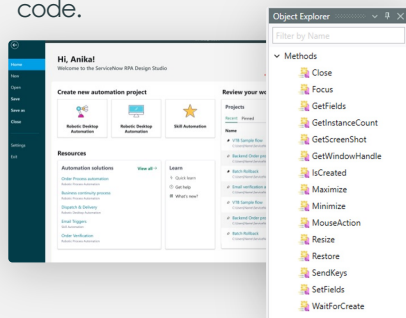
Build custom integrations with Action Designer

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.



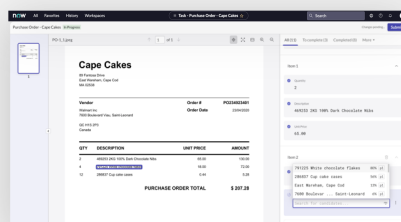
Native RPA capabilities

Rapidly automate any rule-based UI task or sequence of actions in RPA Desktop Studio. Publish to RPA Hub for deployment, management, and orchestration into broader ServiceNow workflows. Easily call flows from bots and bots from flows with no code.



AI-powered document data extraction

Accelerate structured and semi-structured document extraction and integrate into larger automation workflows with Document Intelligence. With an AI-first design fueled by user-driven continual learning, Document Intelligence reduces document processing time and minimizes data entry errors.



Centralized, vendor-agnostic automation management

Gain complete visibility of the entire hyperautomation landscape on a single platform with Automation Center. Monitor automation health and triage incidents via CMDB change management analysis, along with real-time insights into automation ROI and goal tracking.

