

Dell Boomi for ServiceNow

Quickly and easily integrate your key enterprise applications with the ServiceNow platform

ServiceNow customers and systems integration partners trust Dell Boomi for rapid, agile integration between ServiceNow and applications for human resources, enterprise resource planning (ERP), customer relationship management (CRM), project portfolio management, development and much more — whether in the cloud or on-premise.

Connect ServiceNow across your extended enterprise

IT service management (ITSM) platforms like ServiceNow shouldn't exist in silos. Without seamless connections to your key applications, your ServiceNow instances can suffer from inconsistent data and hard to maintain processes.

The Boomi integration platform as a service (iPaaS) lets you rapidly connect ServiceNow across the extended enterprise to streamline data connections, improve transparency, and reduce cost and risk.

Boomi extends its iPaaS value with Dell Boomi Master Data Hub to ensure data quality of updates between the ServiceNow Configuration Management Database (CMDB) and linked applications. The only MDM hub certified by ServiceNow, Master Data Hub helps ensure the CMDB represents a single source of truth for IT service management.

Many of ServiceNow's top customers rely on Boomi for their integration needs. With proven connectivity to more than 200 applications, Boomi provides a native-cloud environment to rapidly build, deploy and manage any-to-any integrations.

Fast, scalable integration. Deploy integrations at a fraction of the time and cost of traditional middleware or point-to-point coding. Future-proof your ability to adapt rapidly amid fast-changing IT environments and emerging business challenges.

HCM and onboarding. Exchange data between ServiceNow and human capital management (HCM) applications such as Workday or SuccessFactors for employee provisioning of laptops and other equipment. Or easily connect with identity management systems like Microsoft Active Directory.

PPM and development. Connect ServiceNow with third-party project portfolio management systems and bug-tracking development platforms like Jira to improve the quality and efficiency of IT services delivery.

ERP and back office. Integrate cloud or on-premise ERP systems such as NetSuite, Oracle E-Business Suite or SAP with ServiceNow to ensure consistency across core back-office functions and ITSM.

CRM and customer service. Eliminate barriers between ServiceNow and CRM or other customer service applications, ensuring that sales/support teams are properly equipped to handle customer trouble tickets quickly and accurately.

Improve ServiceNow data quality with Boomi Hub

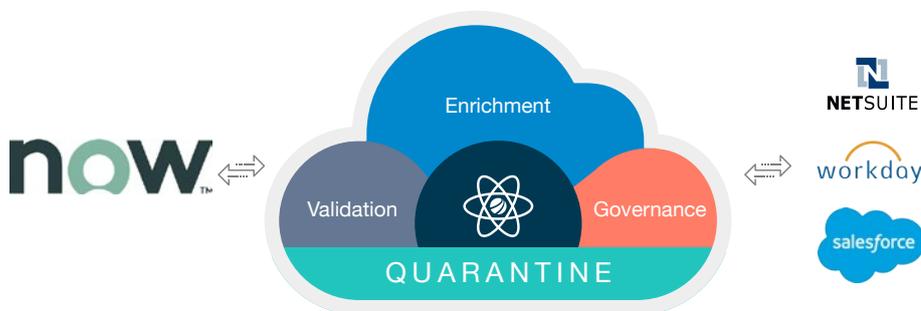
Master Data Hub is the only MDM technology certified by ServiceNow and is available at the ServiceNow Store.

Master Data Hub meets ServiceNow's strict compliance, security and interoperability standards. The Boomi solution helps IT teams minimize manual troubleshooting so they can focus on their most important tasks.

Configuration item (CI) updates to the ServiceNow CMDB pose a risk of invalid and contradictory information that can undermine ITSM effectiveness. Boomi addresses this problem with a centralized Hub for real-time validation, cleansing, enrichment, and standardization of data exchanged between the CMDB and other applications. Master Data Hub also enables synchronization at scale while providing a framework for data quality and governance.

With the Master Data Hub, ServiceNow customers can be confident that their data is consistent and up-to-date across the CMDB and linked systems.

Dell Boomi Master Data Hub Creates & Updates



Flexible, Efficient ServiceNow Integration

As a cloud-based integration platform, Boomi makes it easy to integrate ServiceNow across the enterprise without the cost and complexity of traditional middleware or custom coding. ServiceNow customers use Boomi to connect any combination of cloud-based and legacy on-premise systems to extend data across the business.

Why Boomi?

Enterprise Connectivity

- Dramatically cut the time and cost of integration
- Easily connect cloud applications with on-premise systems
- Improve data quality and consistency across applications
- Automate back-office and customer-facing processes
- Gain real-time insights across the business

Pure Cloud

- No hardware to install or maintain
- Automatic upgrades
- Predictable usage-based pricing
- Single-instance, multi-tenant architecture
- Accessible from any browser

Robust Integration

- Proven connectivity to 1,000+ unique endpoints, including 200+ applications
- Drag-and-drop integration development, no coding required
- Any-to-any integration across cloud and on-premise systems
- Intuitive, centralized integration management
- Community access to connectors, widgets, process maps
- Extensive crowd-sourced knowledge and guidance

To learn more, visit us today at www.boomi.com