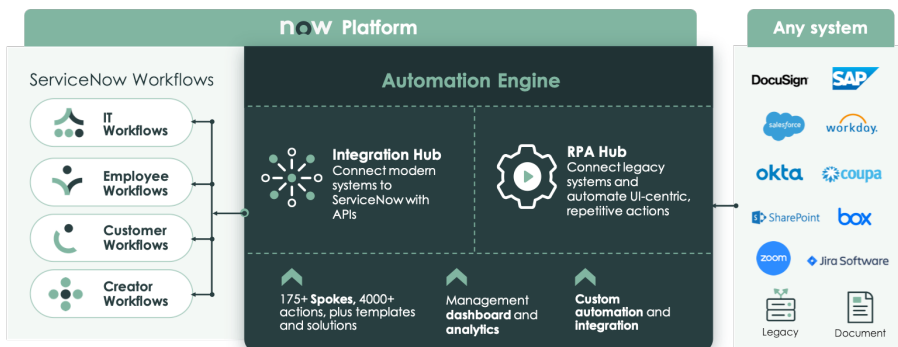


# Integration Hub

## Connect any modern API-enabled system to ServiceNow

Digital workflows need to seamlessly connect to hundreds of different business apps, systems of record, and cloud infrastructure for work to flow efficiently across the enterprise. Existing systems of record are often siloed but must not be bypassed, and instead be part of the end-to-end workflow solution. However, integration complexity is only increasing due to the proliferation of more and more SaaS and on-prem apps, combined with the accelerated pace of digital transformation necessary to succeed in today's rapidly changing environment. With the average enterprise having over 600 SaaS apps, traditional integration approaches such as point-to-point custom integrations and general purpose iPaaS are no longer fast enough.

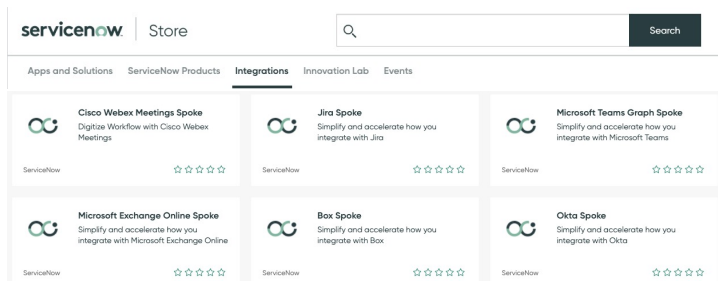
In order to accelerate time to value, reduce cost, and deliver integrations at scale, Gartner proposes that IT leaders implement SaaS-embedded packaged integrations for common use cases in major systems of record. Integration Hub is the only integration solution that's embedded in the Now Platform and ServiceNow workflows for fastest time to value, lowest TCO, and ease of use with zero learning curve for all ServiceNow developers.



Integration Hub is part of Automation Engine – the most complete and cost-effective set of automation and integration capabilities for ServiceNow.

### Enable No Code Automation with out-of-the-box spokes

Access 175+ spokes – application-specific sets of automation actions and subflows – to simplify and accelerate integrations and process automation. Anyone – pro-code developers, low-code admins, no-code analysts – can add spokes to flows with clicks, not code. Spokes take custom integration scripting off your plate, which eliminates technical debt, unlocks productivity, and speeds upgrades.



New spokes and enhancements are published monthly by ServiceNow and Technology Partners in the [ServiceNow Store](#).

## Overview

### What you get:

- **175+ spokes** with thousands of actions
- **Flow templates** (Notifications, Document Management, DevOps, CRM, Access Management, RPA)
- **Out-of-the-box solutions** (Password Reset, Client Software Distribution, Virtual Agent for Citrix ITSM Connector, Remote Process Sync, Access Management Automation)

### Why it's valuable:

- **Ease of use:** Embedded in Flow Designer, Virtual Agent Designer, and App Engine Studio
- **Faster time to value** with packaged integrations
- **Lower TCO** with development, maintenance, support, and upgrades owned by ServiceNow



We fully automated routine IT service requests, slashed MTR and freed up IT service desk staff to focus on higher-value work.

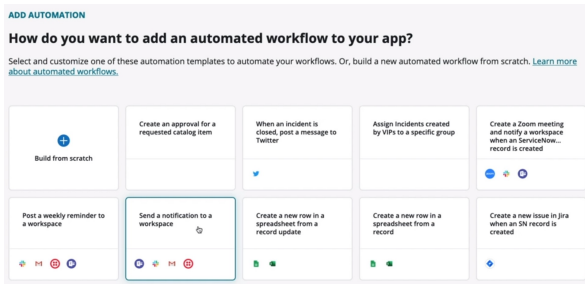
– Steve Munson, Vice President & CIO, American University

## Get to value faster with packaged integrations

Natively built for the Now Platform by ServiceNow, packaged integrations help accelerate integration delivery so you can focus your time on more mission-critical initiatives. With Integration Hub, you'll get access to predefined application integrations to automate typical business processes.

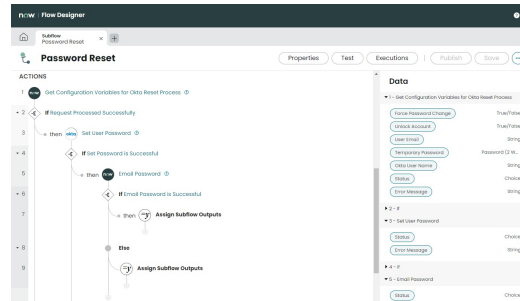
## Flow templates

Rapidly automate common integration patterns such as document management, notifications, and more. Start quickly by selecting "Add Automation" in App Engine Studio to add flows to your low code app.



## Out-of-the-box solutions

Quickly address top ITSM use cases, such as password reset, client software distribution, and Citrix session resets, with out-of-the-box Virtual Agent topics, service catalog triggers, and Integration Hub spokes for Active Directory, Azure AD, Okta, Microsoft SCCM, and more.



## Build workflows in a familiar interface

Integration Hub is built into Flow Designer – so ServiceNow developers, IT generalists, and no-code builders can create digital workflows that integrate data and automation actions with any external system in one native Now Platform experience.

## Easily connect workflow automations with Virtual Agent

Enable AI-powered self-service by incorporating Integration Hub spokes built into Virtual Agent Designer to automate common service requests such as Citrix session resets.

## Create powerful and reusable custom spokes with Action Designer

With Action Designer, you can create custom integrations for differentiated use cases, and package as spokes for re-use by anyone. Action Designer supports JavaScript, REST, SOAP, PowerShell, SSH, and more. You can even copy and extend ServiceNow spokes.

