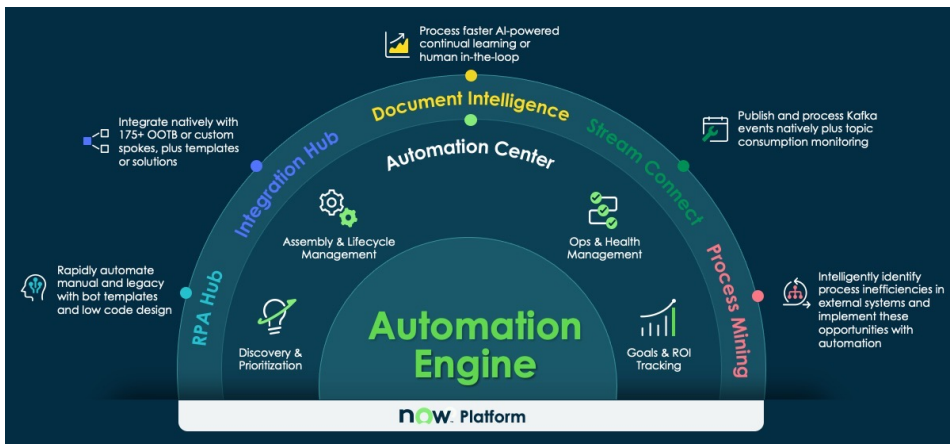# Automate and connect anything to ServiceNow

In the wake of ever-changing market conditions, enterprises must transform their unique business processes faster than ever to increase efficiency and manage risk. Businesses are under growing pressure to digitize their operations in order to provide rich experiences to customers and employees while reducing costs, all at speed. A recent Gartner study found that over 60% of tech leaders are currently deploying RPA and AI tools as part of their organization's hyperautomation strategy. Clearly, there is a stronger focus on accelerating automation at scale – driving the need for new technologies that can automate tasks and processes, and leverage AI to accelerate time to value and ROI.

Yet, most are still struggling with a myriad of manual processes on top of a fragmented landscape of siloed systems of record and islands of automation technology, which slows innovation and increases legacy operational costs. In order to automate end-to-end digital workflows at scale, enterprises need an embedded solution that connects both modern and legacy systems and eliminates repetitive UI-based tasks. That's where Automation Engine comes in.

Automation Engine empowers ServiceNow platform owners and Automation Leaders to accelerate automation and connect any system to ServiceNow for streamlined, cross-enterprise workflows. Automate repetitive tasks with RPA, digitize offline document data with AI-powered document processing, and integrate modern applications using APIs – all on a single platform. Bring all the insights together and continually improve processes by analyzing your complete vendor landscape through intelligent automation discovery, ROI measurement, goal tracking, and automation health management both for ServiceNow and 3rd party automation vendors.

Connect any system or document 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's included:

- **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
- **Document Intelligence:** AI-powered document data extraction
- **Automation Center:** Central, vendor agnostic hub for complete visibility of the entire hyperautomation landscape
- **Stream Connect for Apache Kafka:** Native Kafka event streaming and topic consumption
- **Process Mining for External Data:** Intelligently identify process inefficiencies across external systems

Why it's valuable:

- **Native to the Now Platform:** fully embedded tools for API 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 provides the most complete and cost-effective solution 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.
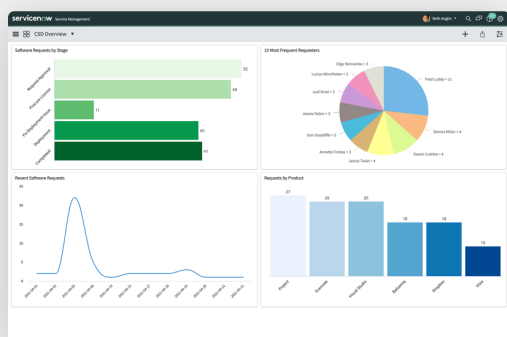

Optimize cross-enterprise processes and shared services

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.
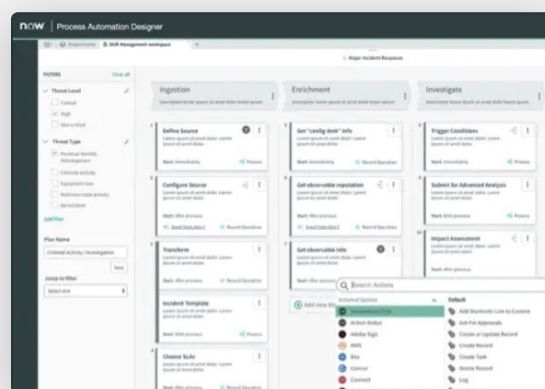

Deliver exceptional, connected employee journeys

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.
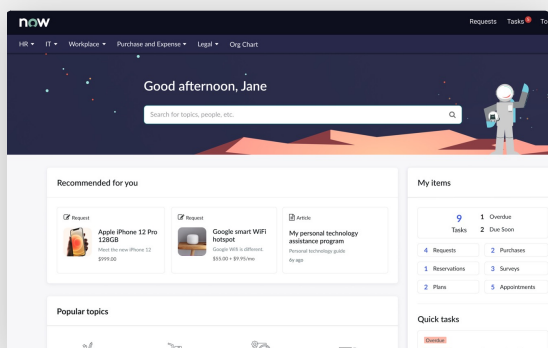
Optimize customer service processes and automate self-service

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.
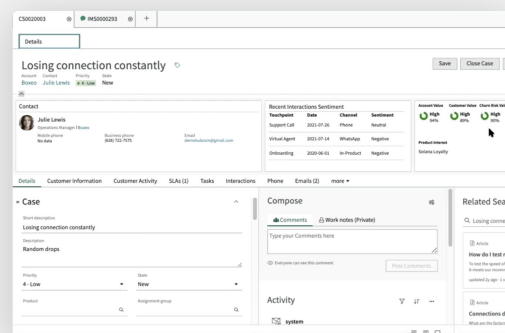
Low-code integration and automation for ServiceNow

Automation Engine delivers the fastest time-to-value for connecting critical systems to ServiceNow and eliminating manual, UI-based tasks.

Low-code API integration

Simplify and accelerate integrations with 175+ **Integration Hub** spokes, flow templates, and solutions for top use cases such as password reset, system access, client software distribution, and Citrix VAD requests. Apply spokes in Flow Designer to extend and create trigger-based workflows.
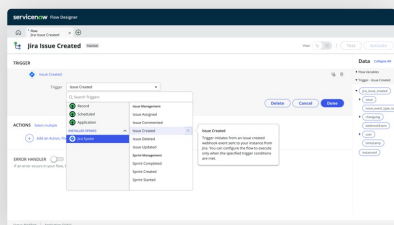
Native Robotic Process Automation (RPA)

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.
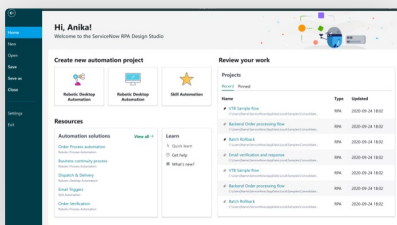
AI-powered intelligent document processing

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.
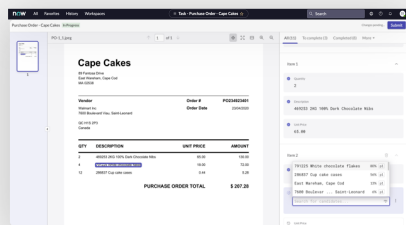
Seamless event-driven connectivity

Integrate event driven streaming data to ServiceNow workflows with **Stream Connect for Apache Kafka**. Develop data ingestions with Apache Kafka right in Flow Designer. Using the Kafka Message Flow Trigger, transform and insert event data into ServiceNow tables. Produce data on Kafka topics using low-code flow actions.
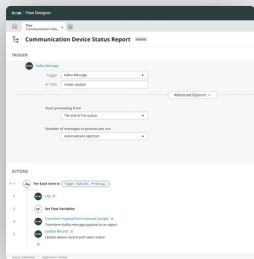
Centralized automation management and insights

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.
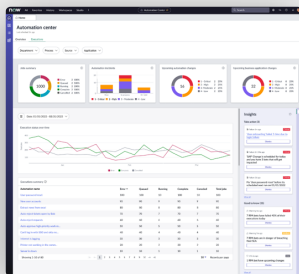
End-to-end process visibility and optimization

Gain end-to-end process visibility from external systems with **Process Mining for External Data**. Identify process bottlenecks and improvement opportunities for automation and optimization potential. Quickly import and mine data from external using Integration Hub Import.

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