

Connecting content management to any ServiceNow application

Seamless integration of ServiceNow with Microsoft SharePoint, Teams, email, and so much more.

Enterprise Content Management for ServiceNow

DocIntegrator seamlessly connects ServiceNow to Microsoft SharePoint allowing for ServiceNow users to easily create, collaborate, review, search, and digitally sign documents stored in SharePoint from any ServiceNow application (CSM, GRC, HRSD, ITAM, ITSM, SPM/PPM, etc.) without ever opening SharePoint in a new browser window or tab.

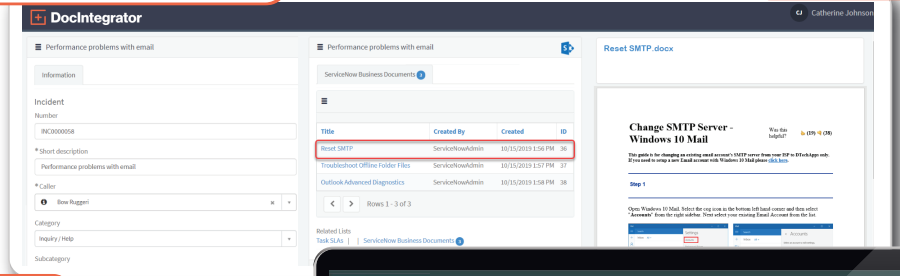


One Place Where All Search Lives on ServiceNow

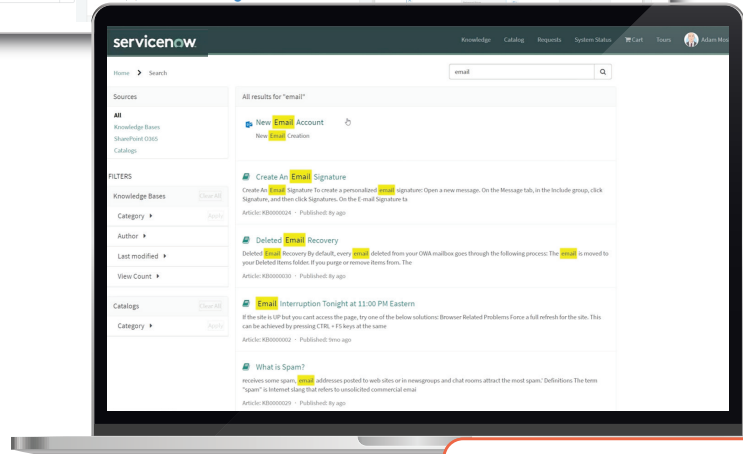
DocIntegrator easily connects a myriad of cloud and on-premise sources and solutions to ServiceNow search, eliminating the need for expensive search appliances, disparate patchwork of custom built solutions, and product licenses. Users experience a world-class search function from a single query without ever leaving ServiceNow. Developers can build an unlimited number of solutions that require a connection to a SharePoint library.

Seamlessly integrate Microsoft SharePoint, Teams, email, and more with ServiceNow

Turn ServiceNow into the Enterprise Productivity Hub



Protect and Preserve file security and confidential PII/PHI content



Improve ServiceNow search to include results from SharePoint, Teams, email, file folders, knowledge bases and more.

Which integration method to choose? DocIntegrator or ServiceNow Spoke

Understanding the difference between a turnkey product and an API can assist in choosing the right tool for the job. ServiceNow's SharePoint Spoke is a great tool for developers building apps but it can't accomplish everything a customer needs. For those integrations using DocIntegrator is easy and economical.

	SharePoint Spoke	DocIntegrator		SharePoint Spoke	DocIntegrator
Compatible with SharePoint 365 (Online)	●	●	Copy file to folder or library	●	●
SharePoint 2019 (On-premise)	●	●	Create file from ServiceNow record onto file template	●	●
SharePoint 2016 (On-premise)	●	●	Delete file	●	●
SharePoint 2013 (On-premise)	●	●	Look-up file details	●	●
Attach SharePoint file to a Record	●	●	Move file to another location in SharePoint	●	●
Configure to Check-Out (edit) file	●	●	Edit file Metadata	●	●
Configure to Collaborate (edit) file	●	●	Bilk edit file Metadata	●	●
Configure to Check-In (edit) file	●	●	Turnkey packaged product requiring no coding	●	●

USE CASES

- **ServiceNow HR Service Delivery** - DocIntegrator seamlessly connects ServiceNow to all your existing confidential employee data and content (PII and PHI) stored in Microsoft SharePoint. DocIntegrator leverages your organization's existing SharePoint permissions to preserve document security and protect confidential employee information.
- **Project and Portfolio Management (PPM)** - Project managers consistently collaborate with teams who are not connected to ServiceNow. With DocIntegrator, key files, plans, and resources can be accessed, searched, and managed by non-PPM users in SharePoint to seamlessly complete any PPM project.
- **ServiceNow Customer Service Management (CSM)** - Interaction with customers requires agents to have the latest product files, updates from legal, and more. DocIntegrator connects content management solutions, ensuring CSM agents can access and search for information that is accurate and relevant, and non-agents can make revisions without needing to connect to the CSM platform.
- **ServiceNow IT Service Management (ITSM)** - DocIntegrator increases productivity by allowing access to content for incidents and change tickets stored outside of ServiceNow. Easily search designated indexed locations for critical information within ServiceNow search to improve response times and customer satisfaction.
- **ServiceNow Governance, Risk, and Compliance (GRC)** - With DocIntegrator, GRC users can access and control compliance documents, risk policies, or evaluation documents with collaborators outside of ServiceNow who are managing content in storage folders and SharePoint.