DocIntegrator
Enterprise Content Management for servicenow.

Keep files and content where they belong… in Microsoft SharePoint

Maximize ServiceNow Efficiency While Keeping Files Securely in SharePoint with DocIntegrator.

Seamless and Secure Enterprise Content Management for ServiceNow

DocIntegrator by DTech Apps enables seamless, secure integration between ServiceNow and Microsoft SharePoint—along with other popular content repositories—empowering users to create, collaborate, review, search, and digitally sign documents directly from within ServiceNow. Whether you're using CSM, HRSD, GRC, ITSM, ITAM, SPM/PPM, or other ServiceNow modules, DocIntegrator brings external content into native workflows—without ever opening a new tab or leaving the ServiceNow interface.
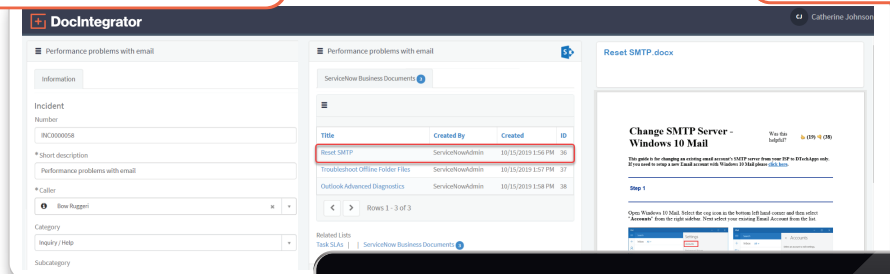
Transforming Document Management Inside ServiceNow

DocIntegrator connects ServiceNow to a wide range of cloud and on-premise repositories, including:
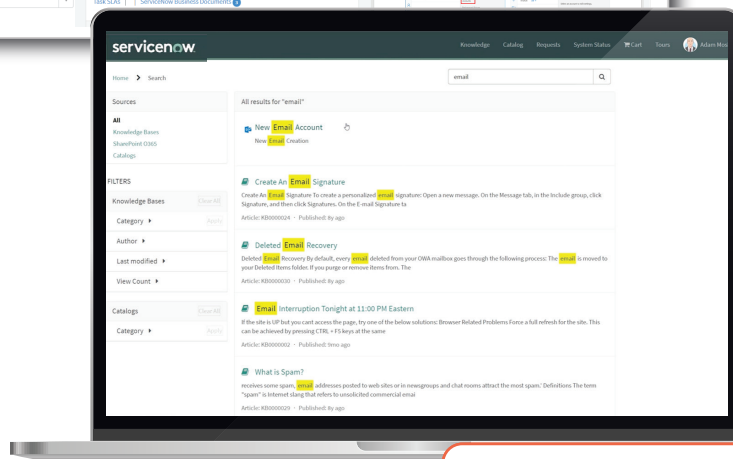
- Microsoft SharePoint (Online, 2019, 2016, 2013
- Microsoft Teams
- OneDrive
- Outlook
- Network file shares.

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 COTS (Commercial Off-The-Shelf) product and an API can assist in choosing the right tool for the job. ServiceNow's SharePoint Spoke is a limited toolset for developers that cannot accomplish the key requirements ServiceNow customers need. For those integrations using DocIntegrator is easy and economical for use in all your ServiceNow applications.

	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	🔴	🟢	Bulk edit file Metadata	🔴	🟢
Configure to Check-In (edit) file	🟠	🟢	Turnkey COTS (Commercial Off-The-Shelf) product requiring no coding	🔴	🟢

Why Choose DocIntegrator?

DocIntegrator empowers your enterprise to break down silos, drive productivity, and ensure security and compliance—while extending the capabilities of your existing ServiceNow and SharePoint platforms with several key advantages:

1. Enhanced Productivity & Workflow Efficiency
No More Context Switching: Work with all necessary documents directly in ServiceNow.
Accelerated Search: Instantly retrieve files from across ServiceNow, SharePoint, Teams, Outlook.
Streamlined Collaboration: Collaborate with internal teams and external contributors in real-time.

2. Governance, Security & Compliance
Data Integrity Maintained: Documents stay in their original repositories with no duplication.
Security Compliance: Respects native permissions and access controls across platforms.
Audit Trail Compatibility: Document access and actions are managed in SharePoint.

3. Cost Optimization
Lower Storage Costs: No unnecessary duplication in ServiceNow.
Reduced Administrative Burden: Centralized document management simplifies oversight.

4. Superior User Experience
Unified Interface: Access documents within a familiar ServiceNow environment.
Faster Onboarding: Minimal learning curve for end-users.
Boosted Satisfaction: Reduce frustration with a frictionless document workflow.

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DocFlow
Signature Approval Workflow

Simplify the collection and management of approvals and signatures using ServiceNow with one-click

Stay within ServiceNow for signing and approval of critical files

DocFlow streamlines and simplifies collecting and managing approvals whether it requires electronic signature, digital signature, or simple approval. With DocFlow leading organizations can eliminate their 3rd party signature applications and their non-ServiceNow workflows and stay within ServiceNow for all your document review, approval, and electronic signing requests. Compatible with PIV/CAC card for user authentication and signature approval, organizations are saving time and money by standardizing ServiceNow as their workflow tool of record to at a fraction of the cost leading 3rd party digital signing tools.

Simplify approvals and signature requests.

View all your approvals and signature requests in a single place to speed up and simplify your inbox.

Easily build out simple or complex requests for one or multiple approvals

Detailed instructions inform users of what needs approval and where it is required on the form.

Approval progress is easily viewed from the a drop-down menu above the form

Common Forms Automated with DocFlow

- **DD2875:** System Authorization Access Request (SAAR)
- **DD Form 214:** Certificate of Release or Discharge from Active Duty
- **DD Form 448:** Military Interdepartmental Purchase Request
- **DD Form 67:** Processing Action Request
- **DD Form 2977:** Deliberate Risk Assessment Worksheet
- **DD Form 1348-1A:** Receipt for property
- **DD Form 2841:** DoD Public Key Infrastructure (PKI) Certificate of Acceptance and Acknowledgement of Responsibilities
- **DD2656:** Data for Payment of Retired Personnel
- **DD1750:** Packing List
- **DD2058:** State of Legal Residence Certificate
- **DD Form 1172-2:** DEERS enrollment form
- **DD Form 3005:** Application for Surrogate Association for DoD Self-Service (DS) Logon

DTech Apps
by Discover Technologies

servicenow PREMIER Partner Reseller

servicenow PLATFORM Partner Build

dtechapps.com | info@dtechapps.com

DocIntegrator
Enterprise Content Management for servicenow.

DocGenerator
Fast Forms and File Automation for servicenow.

Instantly auto-populate files, forms, and documents in ServiceNow

Manually generating recurring PDF forms and documents is time-consuming, error-prone, and reduces productivity—while increasing the risk of non-compliance and inaccuracies. DocGenerator automates document creation using real-time data from any ServiceNow application, significantly improving efficiency and reducing risk. With just a few clicks, ServiceNow customers can generate one or thousands of documents—including Word, PDF, or HTML files—with precise formatting and accuracy. By streamlining this process, DocGenerator helps organizations increase productivity and reduce costs.
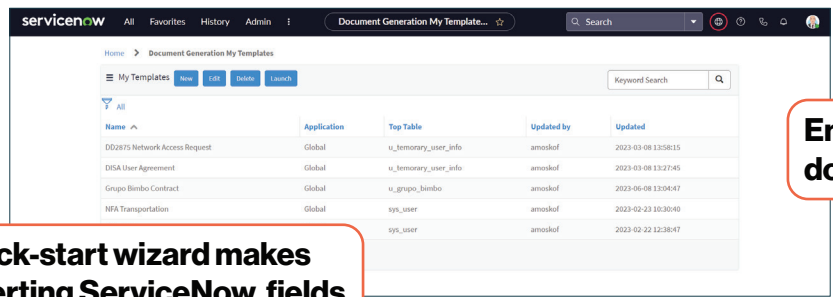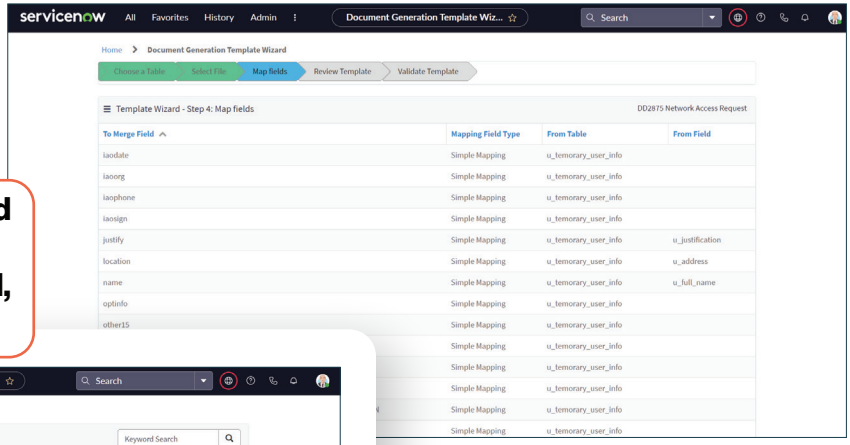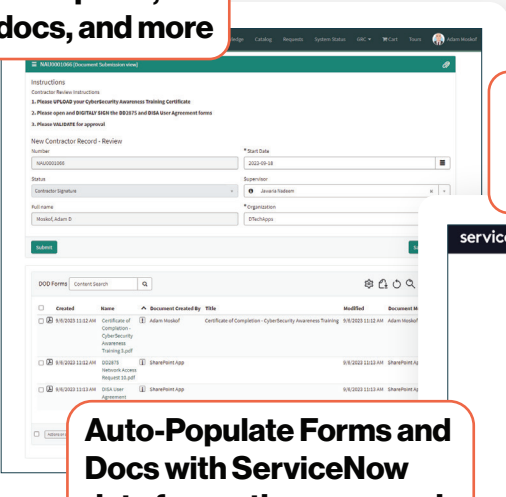
Automate reports, forms, docs, and more

Supports CSV, PDF, XML, DOC/DOCX, TXT, HTML, and more

Auto-Populate Forms and Docs with ServiceNow data for routing, approval, and digital signature

Enable Click-to-Fill documents/forms

Quick-start wizard makes inserting ServiceNow fields into forms and docs a snap

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USE CASES

- **IT Operations Management (ITOM):** Organizations benefit from the ability to generate large-scale operational runbooks, batch maintenance logs, and configuration data reports directly from CMDB relationships or event data in ServiceNow. Whether pulling in information from hundreds of services or thousands of infrastructure assets, DocGenerator handles the data-intensive formatting and assembly. DocFlow ensures those documents move through operational approvals swiftly, while DocIntegrator maintains linkage between runbooks and the relevant alerts or CI records—boosting operational reliability and readiness. DocIntegrator easily stores this information in SharePoint keeping storage costs down and streamlining content management.

- **IT Asset Management (ITAM):** Enterprises managing massive software and hardware inventories can use DocGenerator to build detailed license summaries, compliance audits, and true-up reports across thousands of assets. DocFlow ensures procurement, legal, and finance teams review the right data at the right time. Once finalized, DocIntegrator stores the signed documentation in SharePoint, making audits faster and minimizing risk across large IT estates.

- **Governance, Risk, and Compliance (GRC):** DocIntegrator supports organizations dealing with extensive regulatory frameworks and evidence collection. DocGenerator dynamically produces policy acknowledgments, risk assessments, and control documentation—drawing from large user bases, activity logs, or audit trails. DocFlow routes these documents to stakeholders for review or acknowledgment. DocIntegrator ensures all evidence is properly stored in Microsoft SharePoint and linked back to risk frameworks or control objectives, making audits and assessments far more efficient and scalable.

- **Strategic Portfolio Management (SPM):** PMOs and finance teams often need to synthesize data from dozens or hundreds of projects. DocGenerator turns real-time project, resource, and budget data into concise reports. DocFlow routes these reports through stakeholder chains for alignment, while DocIntegrator allows ServiceNow to leverage SharePoint to archive the materials with project records. This enables faster, data-rich decision-making—even in organizations with hundreds of concurrent initiatives.

- **HR Service Delivery (HRSD):** Teams benefit from DocGenerator's ability to mass-produce employment letters, onboarding packets, and compliance documents for thousands of employees or new hires. Whether creating region-specific documents or personalized messages, DocFlow ensures approvals happen quickly at scale. DocIntegrator then securely stores everything in SharePoint keeping the all personally identifiable information (PII) safe and secure, ensuring high-volume HR operations remain personal, accurate, and compliant.

- **Public Sector Digital Services (PSDS):** DocGenerator creates automated communications such as service approvals, case summaries, permits, and eligibility letters based on real-time data from citizen service records. Whether processing thousands of social service applications or public records requests, the system handles bulk generation without compromising data integrity. DocFlow supports routing these documents for validation, compliance review, or legal approval. Meanwhile, DocIntegrator securely stores these documents in SharePoint, fully indexed and searchable for future audits or public inquiries. This combined workflow enables agencies to meet strict service-level expectations while improving responsiveness, accountability, and transparency—especially in high-volume, high-stakes environments.

- **Customer Service Management (CSM):** Teams managing large customer bases and support operations can generate hundreds or thousands of case summaries, SLA reports, or custom contracts per month. DocGenerator handles multi-record inputs from ServiceNow tables and ensures consistency across documents. DocFlow routes the content for team review and client validation, while DocIntegrator securely stores all files in Microsoft SharePoint.

- **Field Service Management (FSM):** DocGenerator enables the creation of detailed service reports and checklists from large-scale maintenance logs or work orders. Technicians servicing hundreds of sites per week can instantly generate and sign reports. DocFlow ensures customer approvals are captured digitally and quickly, while DocIntegrator ensures all documents to each corresponding work order is stored in SharePoint for full visibility and traceability—crucial for large, distributed field operations.

- **Procurement and Vendor Management:** DocGenerator streamlines the creation of SOWs, contracts, and bid evaluations even when managing a large portfolio of vendors and purchase requests. High volumes of procurement activity are supported through automated document population from itemized purchase records. DocFlow handles sequential or parallel reviews involving multiple departments. DocIntegrator connects ServiceNow to SharePoint to ensure the maintainence of version control and signed documents are seamlessly tied directly in the vendor or procurement record, enabling robust lifecycle management at scale.

- **App Engine and Custom ServiceNow Applications:** The DocIntegrator suite supports data-heavy use cases unique to each organization. Whether pulling from millions of rows in custom tables or dynamically generating thousands of data-driven documents for internal processes, DocGenerator handles the load without performance degradation. DocFlow supports workflows tailored to departmental needs, and DocIntegrator keeps every document secured, indexed, and contextually linked between ServiceNow and SharePoint—ensuring even high-volume custom apps remain auditable and efficient.