

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.

Transform Your Document Workflow with AI-Powered Efficiency

Embrace a future where your document workflows are not just managed but mastered. With Microsoft Copilot, SharePoint and DocIntegrator by DTech Apps integrated into ServiceNow, transform the way you create, manage, and deliver content—empowering your team to excel in an ever-evolving digital world. Immediately streamline all of your ServiceNow workflows by adding the power of AI into each step.

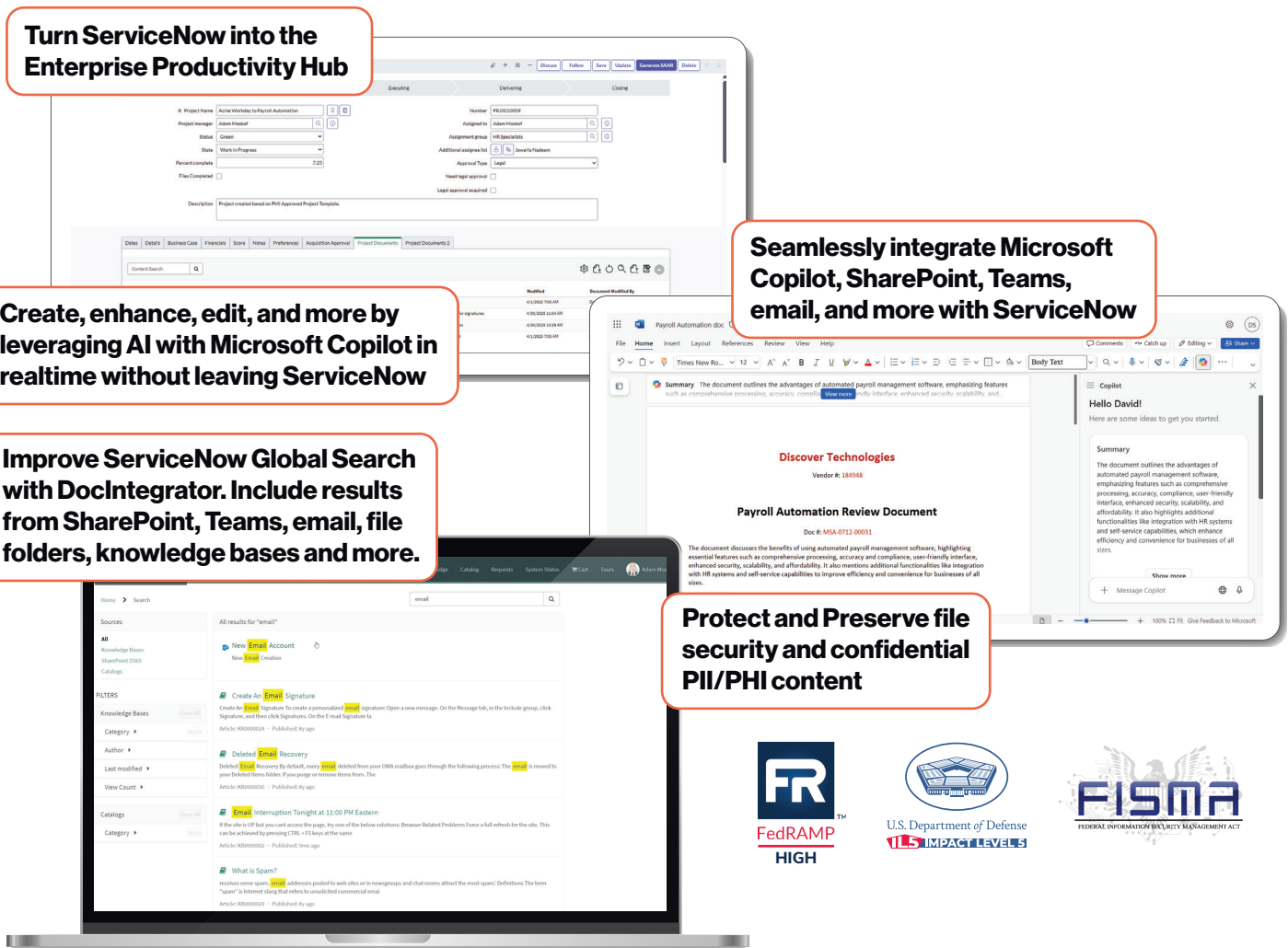
Turn ServiceNow into the Enterprise Productivity Hub

Create, enhance, edit, and more by leveraging AI with Microsoft Copilot in realtime without leaving ServiceNow

Improve ServiceNow Global Search with DocIntegrator. Include results from SharePoint, Teams, email, file folders, knowledge bases and more.

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

Protect and Preserve file security and confidential PII/PHI content



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.

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

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.

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



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Experience Seamless Content Creation with Microsoft Copilot

In today's dynamic business landscape, speed and precision matter. Microsoft Copilot elevates your document workflow—from crafting engaging content to managing vital correspondence stored in Microsoft SharePoint. By harnessing cutting-edge AI, Copilot delivers intelligent suggestions, refines your text in real-time, and ensures that every document meets the highest standards of quality.

- **Automated Content Generation:** Generate well-crafted correspondence, proposals, reports, emails, and more with AI-assisted drafting that adapts to your unique style and voice.
- **Enhanced Decision-Making:** With data-driven insights at your fingertips, Copilot helps you swiftly analyze content and make informed decisions that keep your projects on track.
- **Timely Deliverables:** By streamlining revisions and reducing manual effort, Copilot ensures that your work advances efficiently through ServiceNow, so deadlines are met without compromise.

Seamless Integration with DocIntegrator by DTech Apps for ServiceNow

DocIntegrator takes workflow efficiency to the next level by integrating SharePoint with ServiceNow. This powerful solution creates a unified enterprise content management (ECM) experience that amplifies productivity across the entire organization.

- **Unified File Management:** Access, edit, and manage SharePoint-stored documents directly within ServiceNow, eliminating the hassle of switching platforms.
- **Instant AI Access:** When you open files stored in SharePoint, Copilot is ready to assist—providing automated content suggestions, summaries, and enhancements that are instantly actionable.
- **Optimized Collaboration:** Whether it's a quick correspondence request or a complex document review, the seamless integration means every team member is empowered to work smarter and faster.
- **Streamlined Workflow Execution:** Eliminate bottlenecks with a system that ensures consistency and accuracy, reducing turnaround times and accelerating project completion.

Unlocking Business Value with AI and Integrated Solutions

Together, Copilot and DocIntegrator offer more than just technology—they deliver a strategic advantage:

- **Boost Efficiency:** Automate routine tasks with ServiceNow to free up valuable time, allowing your team to focus on higher-impact activities.
- **Improve Quality and Accuracy:** Leveraging AI for content minimizes errors, ensuring that communications are both professional and precise.
- **Foster Informed Decisions:** Enhanced insights and rapid document processing facilitate quicker decision-making, driving better outcomes for your organization.
- **Achieve Deadline Confidence:** With a system built to meet tight schedules, you gain the reliability needed to consistently deliver projects on time.
- **Leverage the AI You Own:** Many Microsoft customer have instant access to Copilot today.



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- **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, DocIntegrator 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 build detailed license summaries, compliance audits, and true-up reports across thousands of assets using DocIntegrator. DocFlow ensures procurement, legal, and finance teams review the right data at the right time in an intuitive interface. 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. DocIntegrator 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. DocIntegrator 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 DocIntegrator'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.



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- **Public Sector Digital Services (PSDS):** DocIntegrator 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. DocIntegrator 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):** DocIntegrator 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:** DocIntegrator 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 maintenance 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, DocIntegrator handles the load without performance degradation. DocFlow supports workflows tailored to departmental needs, and every document is secured, indexed, and contextually linked between ServiceNow and SharePoint—ensuring even high-volume custom apps remain auditable and efficient.