



# SERVICE2CM

BY FYB PTY LTD

The FYB Service2CM captures information from ServiceNow into OpenText Content Manager



Using the FYB Service2CM connector will provide the following benefits:



- ▶ Automated transfer of metadata and documents to Content Manager, removing manual capture processes and reducing operational costs
- ▶ Ensures your organisation is meeting its record keeping compliance requirements for the storage and management of documents and records within Content Manager
- ▶ Automated document naming conventions, enabling quicker retrieval of records, thus improving the capability of the organisation to respond to customers within or ahead of agreed timeframes

### What is ServiceNow?

ServiceNow is cloud platform that allows organisations to manage IT, Employee, Customer and Custom workflows to improve business processes and productivity.

### What is Content Manager?

The Content Manager solution is a governance-based enterprise content document and records management system designed to help organisations manage their business content from creation to disposal.

### Version 1.3.X Features

- ▶ Ability to capture the following from ServiceNow into Content Manager using configurable criteria, including attachments:
  - Service Catalog Requests (REQs)
  - Customer Service Cases (CS)
  - Service Catalog Request Items (RITMs)
  - Incidents (INC)
  - Custom Types
- ▶ Option to contain or alternatively contain attachments
- ▶ Request metadata can be used for dynamic container searching
- ▶ Ability to store REQs and RITMS in same hierarchy structure as shown in ServiceNow
- ▶ Predefined custom containers can be created to house request on generation
- ▶ Option to create versions or revisions of the main PDF request record
- ▶ User specified criteria from REQs, CS, RITMs and INC can be inserted into a PDF document and attached to the corresponding request in ServiceNow

### Prerequisites

- ▶ Content Manager 10.x, 10.1x
- ▶ ServiceNow version Paris or above
- ▶ Please refer to the FYB Service2CM page on the FYB website for a detailed list of prerequisites

### Terms and Conditions

- ▶ Subscription pricing

See how seamlessly the FYB Service2CM connector can integrate ServiceNow with Content Manager. Contact us today to organise a demonstration and subscription pricing.