

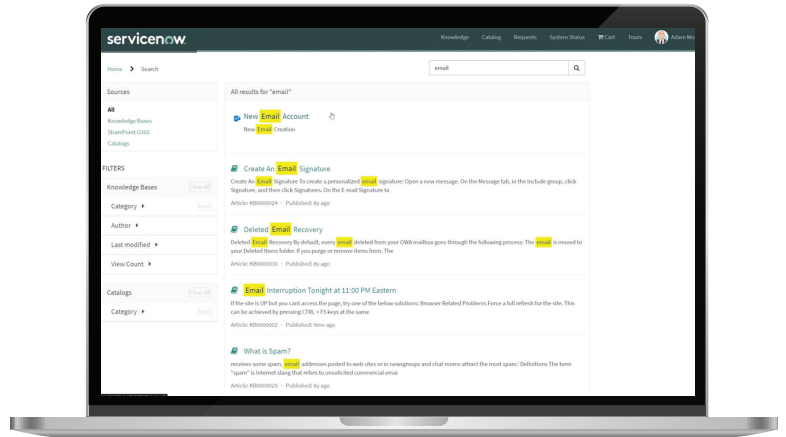
Connecting content management to any ServiceNow application

Search Microsoft SharePoint, Teams, email, knowledge bases, and so much more within ServiceNow

DocIntegrator seamlessly integrates disparate sources of content with ServiceNow including:

- Enterprise Content Management (ECM) solutions - Microsoft SharePoint
- Communication and collaboration tools - Microsoft Teams and email
- Traditional file repositories - server storage folders, knowledge bases, and more

DocIntegrator improves the native search capabilities for any ServiceNow solution or application making ServiceNow the enterprise hub for all content. DocIntegrator increases productivity by reducing the number of screens, steps, and applications a worker must use to find what they need, securely and in real-time.



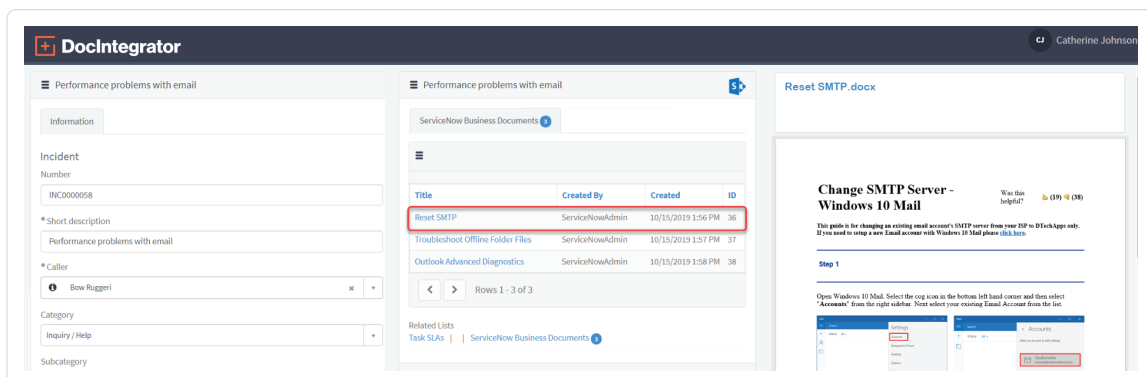
One Place Where All Search Lives on ServiceNow

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.

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U.S. Department of Defense
IL5 IMPACT LEVEL 5



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Turn ServiceNow into the Enterprise Productivity Hub

ENTERPRISE CONTENT SEARCH

DocIntegrator search capabilities bring secure enterprise federated search to ServiceNow. Results can be filtered and refined to find the right content within the right source, making search relevant and actionable. No expensive appliances to buy, complex tools to install, or additional ServiceNow licenses required. DocIntegrator is easy to deploy and configure, making ServiceNow the single source of truth in the organization.

WORLD CLASS SECURITY

DocIntegrator leverages the security standards of ServiceNow to meet the highest levels required by the US government. By leveraging the user's security credentials from Active Directory, DocIntegrator ensures the results provided adhere to the user's access permissions. DocIntegrator does not index or store results. Instead, it searches the configured sources in real-time and only returns results relevant to the user.

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.

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