



ServiceNow Store Applications

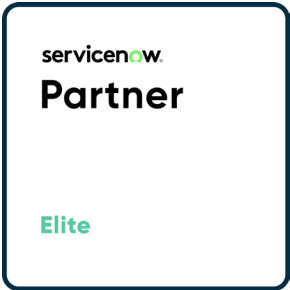
Display SHI products in your Service Catalog, integrate order placement and management, and auto-populate the CMDB



SHI provides two ServiceNow Store apps to deliver catalog and order integration

Option 1: SHI Integration for ServiceNow's ITSM Procurement

This integration spoke is used for connecting ITSM Procurement with SHI's APIs for purchase order automation. It adds a Flow Action for submitting purchase orders to SHI, and a REST API in your instance to enable us to provide updates during the purchase order lifecycle. The REST API also allows us to automate loading products/catalogs into your instance for items available for order by your end users.



Use cases

Are you looking for a way to automate updates in your Service Catalog with supplier items available for order?

Our application can automatically populate your vendor catalog items table so that you can populate your Service Catalog.

Have your IT teams been fielding Service Desk tickets and manually submitting purchase orders on SHI.com to get products delivered to end users?

You can use ITSM Procurement and our application to automate this task and eliminate manual order entry.

Once you place an order with a supplier, are you manually tracking status, shipments, and loading of assets?

Our application can automate the receipt of order status, tracking numbers, and serial numbers (for hardware items) to your instance, enabling you to automatically notify users of shipments and create assets in your downstream processes.

Key features

- Sync vendor catalog items to SHI catalog
- Submit orders to SHI Order Request API
- Receive order status updates when order is confirmed
- Push tracking and asset information (serial numbers and asset tags) into your instance

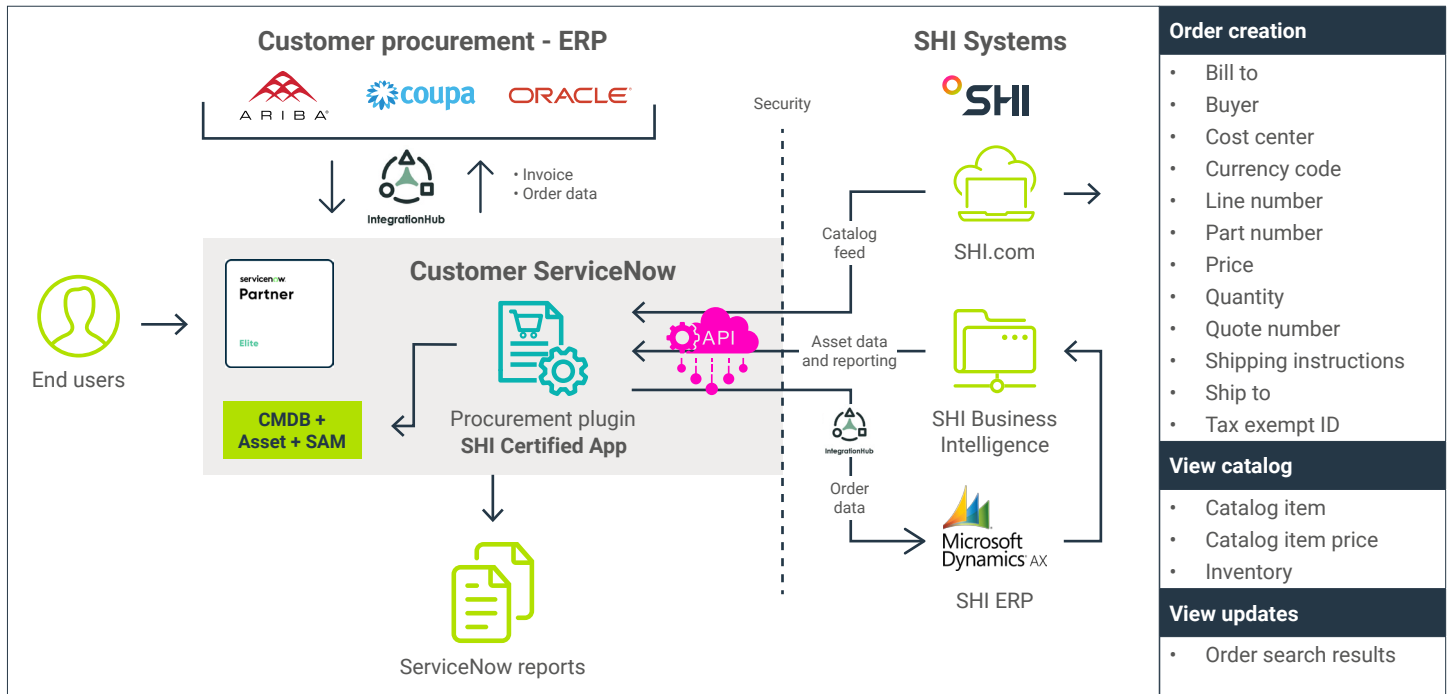
System requirements

- All plugins required: Procurement
- All system table permissions required: x_502060_proc_int.SHI Inbound Service

It is necessary to create a new Script Include that exists in Global scope and is accessible to outside scopes, to act as a bridge for calls to the inaccessible Procurement API. The required script is bundled with the application as a Fix Script included in the Application's scope; you must manually create the helper script include by copying the contents of the Fix Script into a new Global script include of the same name.



Integration Topology



Option 2: SHI Integration for ServiceNow's Procurement Service Management

This integration is an add-on connector to Procurement Service Management (PSM) using the Procurement Integration Framework (PIF) for customers who want to use SHI as a supplier on Shopping Hub.

This integration enables the sending of purchase requests to SHI through our API endpoint. Catalog items, order acknowledgments, shipment information, and invoice data will be pushed back to PSM using the out-of-the-box spending APIs provided by ServiceNow.

Minimal setup is required to use this connector, using mostly off-the-shelf APIs supplied by the ServiceNow Procurement Service Management product. With some quick additions in Flow Designer to add the connector, and some information that needs to be provided to SHI, you are on your way.

Key features

- Use out-of-the-box integrations into your instance for maintenance ease
- Use existing pricing and catalog established with your SHI account executive
- Automate the flow of orders into SHI systems

System requirements

Plugins required:

- Finance Common
- Shopping Hub
- Purchase and Receipt Automation
- Procurement Integration Framework

System table permissions required:

- sn_spend_intg.procurement_integrator

Contact your SHI account executive to get started today.