

SHI[®] NowConnect

Bring SHI procurement directly into ServiceNow[®]



SHI NowConnect is a native ServiceNow integration that connects your ServiceNow environment directly to SHI procurement systems, enabling SHI catalog items to be published within your Service Catalog. It automates purchasing workflows, provides direct access to order updates and shipment tracking, and delivers full visibility into purchased assets – all without leaving ServiceNow.

By streamlining the entire procurement lifecycle from request to asset management, SHI NowConnect helps organizations simplify operations, improve transparency, and accelerate outcomes.

The result: faster fulfillment, less manual work, and better asset visibility across your organization.

Business outcomes

Maintain an always-current Service Catalog
Automatically synchronize SHI vendor catalog items into your ServiceNow Service Catalog.

Reduce manual procurement work
Route purchasing through your ServiceNow Procurement workflows instead of manual ordering through external portals.

Improve order and shipment visibility
Receive automated order confirmations, shipping updates, and asset details directly in your ServiceNow instance.

Accelerate asset management workflows
Automatically populate asset details – including serial numbers and asset tags – to support faster provisioning and tracking.

Gain visibility into distributed inventory
Track hardware stored with SHI through Virtual Stockroom and initiate transfer orders to end users or depots.



Key capabilities

- Vendor catalog items synced to the SHI catalog.
- Order status updates returned when an order is confirmed.
- Tracking and asset information pushed into your instance.
- Ship-to end user address from SHI.
- Virtual Stockroom visibility into assets housed at SHI, with transfer orders to your end user or depot.
- Secure live native integration with ServiceNow.
- Native ServiceNow ticketing submission between ServiceNow instances.

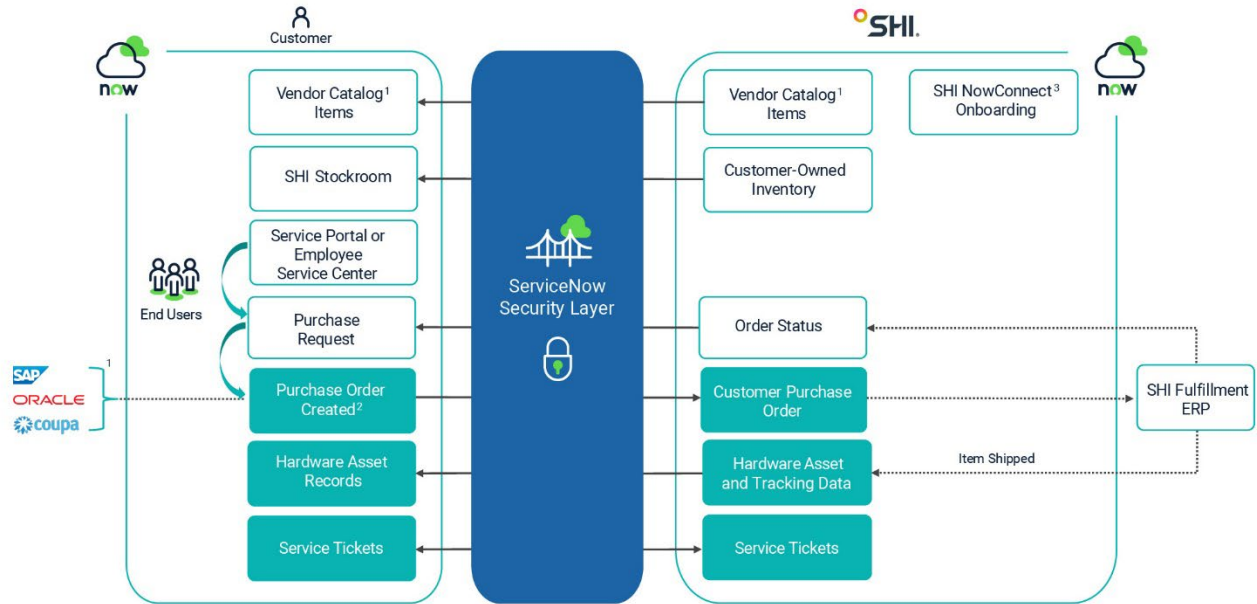
System requirements

- ServiceNow plugin required: Procurement.

Implementation topology

SHI NowConnect: What is Included

SHI Integration with ServiceNow Customers



¹Predefined product or service from SHI that employees can request, and that automatically triggers the correct approval and procurement processes.

²Customer provides the ERP integration with ServiceNow.

³Onboarding process for setting up the customer with SHI NowConnect.

Getting started

1. Confirm your ServiceNow modules and plugins.
2. Define the catalog scope you want to publish.
3. Engage SHI to configure the integration, validate catalog synchronization, and test order and asset data flows.
4. Launch with internal communications to Service Catalog users and Service Desk teams.

A simpler procurement process starts here.

For next steps or support, reach out to your **SHI partner**.