

G-Cloud 15

Service Definition Document

ServiceNow - Integrations

January 2026



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The better the answer.
The better the world works.



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with confidence**

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1. Service detail

1.1. Introduction to the Service

The EY ServiceNow integration service integrates ServiceNow workflows quickly with other tools/systems. It accelerates workflow connectivity across multiple systems and departments. ServiceNow offers multiple integration options to build Low-code integration and automation embedded in ServiceNow workflows.

- ServiceNow application included integration: Some apps already provide pre-built integrations, such as HR for Success Factors and other key enterprise applications.
- ServiceNow Store integrations: Integrations built by ServiceNow or partners, offering a marketplace for additional integration solutions.
- Integration Hub Spokes
 - ✓ Pre-built Spokes, can be invoked in flows to facilitate quick integration with common applications and services.
 - ✓ Custom Spoke Development, Organizations can create custom spokes when pre-built spokes do not exist, allowing for tailored integrations.
- Build your own integration via Flow Designer with Integration Hub or Native REST, SOAP and import/export abilities to create custom integrations that meet specific business needs.
- **APIs and Low-Code Tools:** ServiceNow continues to emphasize low-code integration tools and APIs, making it easier for users to connect and automate processes across various systems securely.

Through this service, organisations will be able to:

- Speed time to value – ServiceNow workflows can be connected to hundreds of critical business systems in minutes with out-of-the-box spokes
- Remove integration complexity – Eliminate the need for specialised integration resources. Enable developers, IT generalists and no-code builders to integrate ServiceNow workflows with any system
- Reduce integration costs - Minimise risk and expense for every stage of integration. ServiceNow builds and maintains spokes, flow templates and solutions and certifies them for Now Platform releases
- Ignite productivity – ServiceNow delivers AI-powered self-service for common requests. It can also connect Virtual Agent to packaged integration solutions for password reset, client software distribution, access management and others
- Build custom integrations easily whenever needed - developers can create reusable custom spokes for differentiated use cases, with integration steps for REST, SOAP, JDBC, JSON and more

1.2. Service Description

The EY ServiceNow practice is comprised of a team of practitioners drawn from technology, operational, consulting and business backgrounds, who collectively have advised and supported all types of clients to deliver a wide range of value outcomes resulting from the deployment and adoption of the ServiceNow platform. A number of integration SMEs are part of the team who have vast knowledge of ServiceNow integrations and working with multiple clients to provide the best solutions. This level of collective knowledge, experience and expertise is critical in making the correct high-impact choices at key moments (e.g. customisations), ensuring that foundational elements are fit for purpose and built to last into the future (e.g. using Pre-built spokes wherever possible) and in understanding how to generate the maximum return on investments from the ServiceNow platform (e.g. accelerating business processes). This service provides experienced ServiceNow professionals to support clients via a variety of engagement models:

- **Staff Augmentation:** providing EY consultants to join and support a client team which does not have at present, or need in the long-term, specific ServiceNow experience, skills and knowledge (e.g. solution architect, technical architect, integrations specialist, process configuration specialist, business change lead)
- **Project Team:** a group of EY developers, testers, consultants and architects who take responsibility for a particular client project deliverable
- **Client Position Backfill:** providing a suitably experienced EY resource to act in a client role while that position is established and recruited or otherwise resourced (e.g. Platform Owner, Platform Architect, Data Manager, Process Manager)
- **Operational Support Agreements:** access to a team of EY ServiceNow staff providing operational support for existing platform integrations, higher-level technical support, hypercare for new releases or an “operate then transfer to client” model for new deployments

EY can provide staff at all levels of ServiceNow certification (all the way up to the highest level of Certified Master Architect) with a wide range of experience across all platform capabilities. For those clients who require it, we have consultants who are BPSS, and SC cleared to work on projects requiring that level of security clearance.

EY’s approach to providing ServiceNow services to clients goes beyond the more common technical platform implementation and configuration aspects. To maximise the return on investment and positive business benefits resulting from using ServiceNow our approach to maximising value encompasses all of these aspects:

- **People:** are the required roles in place, is the operating model effective, is governance working
- **Processes:** are processes measured and managed, do they have owners, do processes work end-to-end, are processes unnecessarily heavily customised
- **Systems:** is ServiceNow optimally configured, are customisation or other specific aspects driving higher support and maintenance costs, are all the available modules being used
- **Data:** is integration foundational data like connection details, certificates, Authentication and authorisation details are accurate, complete and up-to-date, is personal data suitably protected if needed in any integration, are technology elements correctly associated with the business services they support to allow process automation
- **Controls:** what IT General Controls and others such as SoX need to be applied to ServiceNow, how are they evidenced and what automation is possible

- **Integration:** how does ServiceNow interoperate with other systems, are there manual interfaces, are there functionality overlaps, can systems be consolidated and automated
- **Affordability:** how do the measurable business value benefits resulting from using ServiceNow integration measure up against the total cost of ownership, where can costs be reduced and where can value be increased
- **Reliability:** are integration's operational performance, resilience and recovery adequate in terms of the business risk and impact of degradation, outages and failures, what can be done to improve these factors
- **Security:** is access to the platform adequately managed, is there an authoritative Identity and Access Management system connected, are the Access Control Lists for particular accounts and groups correct, is personal and company confidential data adequately protected
- **Experience:** can staff easily find the information, knowledge, assets and support they need to be as productive as possible, are customers recommending your support portal to others, is there a one-stop-shop portal, is experience measured, what can be done to delight staff and customers
- **Speed:** how quickly can business units release new B2C applications via the formal Change Control process, how quickly can items be changed in the request catalogue, can change and request approvals be automated under agreed circumstances

Depending on the specific client needs and priorities, all or some of these aspects can be selected to be addressed to improve the value that the ServiceNow platform is generating.

1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. 'Ordering and Invoicing' and 'Termination' are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

For further information please get in touch via the email address below.



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