# Plug-and-play integration of ServiceNow with RPA plus

Constantly increasing **business dynamics**, growing **security challenges** and new digitalization trends such as **Hyperautomation** require a more flexible integration of data from different systems. Intelligent **RPA solutions with hybrid architectures** are particularly suitable for providing the **data of classic enterprise systems flexibly** and quickly across the company.

The intelligent robotics solution CF.One

The robotics solution was developed by the Clientfocus InnovationLab for the general exchange of data with ServiceNow and other systems. CF.One is based on **UiPath's RPA technology and takes ServiceNow's system logic** into account. A **CF.One universal robot** handles the export and import of data as well as its control and preparation. Compared to API interfaces, this results in a much more **flexible application profile** with significant **savings in implementation and maintenance costs**.

With CF.One, all exchange processes are carried out in a much simpler and uncomplicated way. For example, **IT / OT asset data** can be collected from various sources and made available in ServiceNow for further use in **cyber security projects**. The bidirectional **exchange of tickets, cases and catalog data** of different complexity can also take place via the solution. In addition, **OCR, translation, natural language processing, ML and other services functions** can be integrated into the company-wide exchange processes. This means that data can be automatically **quality assured, enriched or converted**.
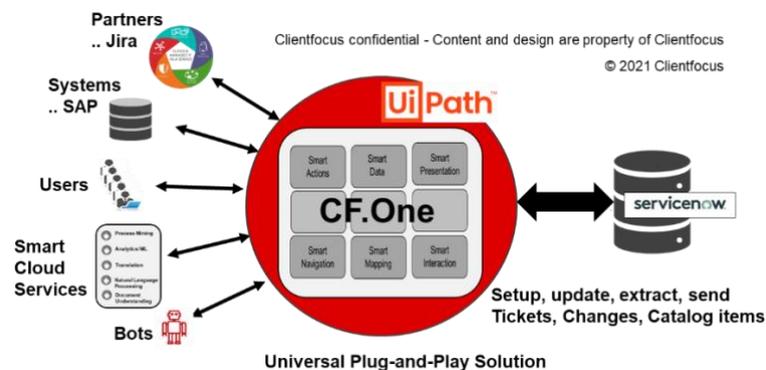
Potentials for CF.One within IT organizations

The overarching architecture with the combination of robotics and standard software enables **IT organizations to enter a new dimension of data exchange and integration.** Because of its **plug-and-play nature**, the solution requires neither UiPath nor ServiceNow programming. It automatically adapts to different types of data, to all ServiceNow modules, even to customizing in ServiceNow. It can be adapted **very flexibly** to different tasks and changing requirements **without the need for IT experts**.

The use of CF.One also facilitates and supports the use of individual RPA development, since a significant part of the programming, **namely the complex interaction with the ServiceNow interface, is eliminated**.

For more information and questions, please contact us at **[kontakt@smart-service-first.de].**