

Digital Multiprovider Management – Hyperautomation based on **UiPath™** + **servicenow**

Goals and Benefits of Digital Multiprovider Management

Modern service management platforms such as ServiceNow support structured services and their use by service management specialists. However, this is not addressing the complete business network. To organize a **successful service business, a general concept including all internal and external business participants and activities** should be available.

The **hyperautomation solution CF.Now** extends the limited process scope to all other parties involved inside the company as well as to external suppliers and service providers. In this way, all forces directly and indirectly involved in the business success are considered and actively integrated. In particular, the solution provides organizations with **more internal flexibility and significantly increased freedom of action towards external suppliers**.

With transparent, scalable processes, the solution makes collaboration less dependent on manual influences and errors. It permits a stepwise and **flexible simplification of the service relations with significantly reduced bureaucracy**. The automated processes are less **sensitive to interference** and can be controlled remotely.

Based on experience, the following savings can be achieved by systematically involving suppliers:

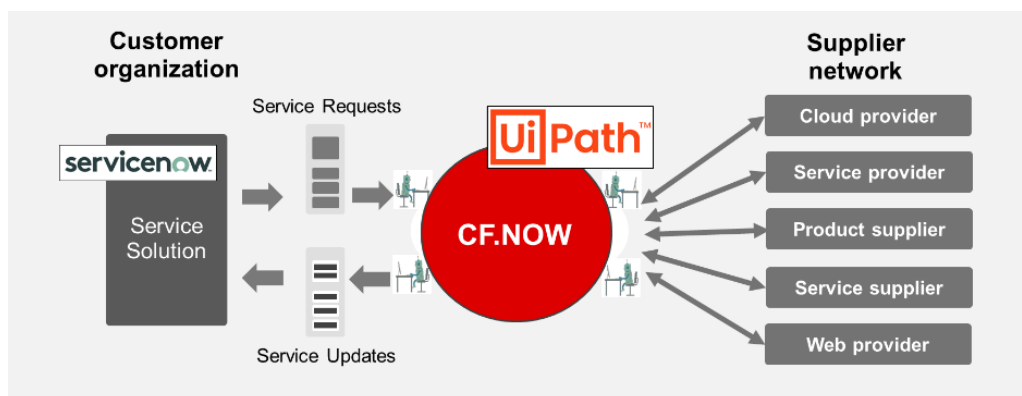
Advantages of automated multiprovider management

- Reduction in provider costs (10-20 %)
- Reduction in bureaucratic effort to control providers (50 %)
- Elimination of manual processes in limited contracts (80 %)
- Reduction in onboarding effort (30 %)

The additional use of CF.Now as a **hyperautomation platform connected to ServiceNow** offers further strategic advantages. This means that all data available in ServiceNow and other connected systems is made available to all employees for flexible processing and integration.

How the RPA Solution Works

The universal UiPath solution has been designed beyond the ServiceNow limits to digitize a customer's total internal and external resources involved in the services. The CF.Now solution offers a **direct business integration** and allows for an **automated exchange of all object types** (tickets, requests, changes, configuration of catalog items) of a customer's ServiceNow system with all internal and external participants.



Corresponding requirements for internal participants and external suppliers are **automatically implemented “at the push of a button”**. Related objects are exchanged with the respective

contributors in common formats (including HTML, XML, Excel, etc.). Creations or updates in the customer's ServiceNow system are also carried out automatically. To monitor agreed SLAs, time stamps and data validation are also included.

Our Offer to Customers

Due to its comprehensive architecture, the solution can be quickly implemented in customer environments and set up with limited effort. Extensive adaptations to the data exchange within ServiceNow are not necessary.

For a quick introduction of CF.Now, a **MVP implementation with quick wins and a stepwise extension of functionalities** depending on business needs is recommended.

For integrating the solution into your environment, we offer **flexible pricing models including fixed prices**. You can find more information on our project approach and detailed services at kontakt@smart-service-now.de.

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