

## CF.One for +

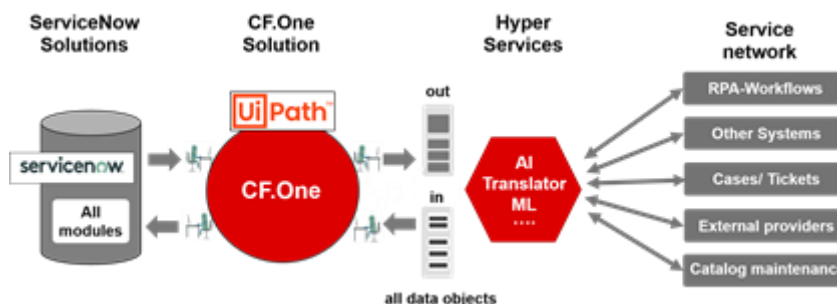
### Company-wide Automation with RPA-Plus

A rapid automation of manual working methods and the removal of bureaucratic hurdles creates the best conditions for the successful development of new, digital business models. While RPA already makes a good contribution by automating individual workflows, the introduction of RPA-Plus, the extension of RPA to include professional integration into the world of standard software, opens up completely new opportunities for the entire company. This also closes the gap to hyperautomation, which Gartner has named as the new focus topic for digitization.

**Software solutions with RPA and those with standard software such as ServiceNow are usually designed, implemented and used completely independently of each other.** While ServiceNow is focused on the execution of specialist assignments, RPA projects automate the surrounding business tasks. RPA access to ServiceNow happens by simulating the processing view of the solution users. However, this also replicates the overall diverse and complex operating and data logic, and changes in ServiceNow affect the functionality of all bots and their maintenance effort.

**The comprehensive concept of CF.One provides a hybrid RPA Plus solution that enables universal access to ServiceNow without RPA programming.** The "universal robots" implemented on the UiPath platform understand the overall logic of the ServiceNow application and use different access channels. They process all tasks automatically and independently of user interfaces, exchange objects and data types. The RPA-Plus solution is therefore largely independent of different configurations and software adjustments in ServiceNow.

**The solution provides a stable, bi-directional data delivery to and from ServiceNow applications. It thus enables a faster RPA rollout in the company with significantly less effort, with a higher degree of automation and impact. This allows the targeted introduction of hyperautomation at business-relevant areas in the company.**



### Applications of CF.One in IT Service

#### Universal Business Adapter for ServiceNow

Due to its generic architecture approach, CF.One works out-of-the-box with all ServiceNow software applications, e.g. with those for Customer Services, IT Services, Financial Services, HR Services, Health Care Services and Facility Services.

#### Simplified RPA Implementation and Use

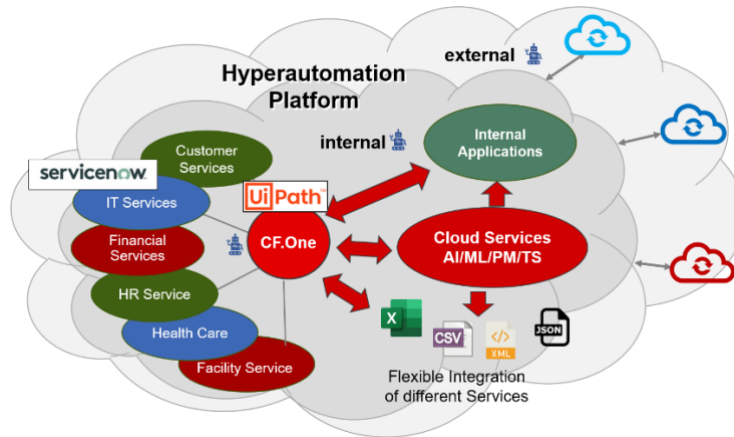
With its generic logic, CF.One replaces any UiPath RPA programming in connection with ServiceNow. This simplifies RPA projects for the remaining workflow scope and the implementation and maintenance effort is significantly reduced. RPA projects with ServiceNow can be completed much faster.

#### Elimination of ServiceNow Adjustments

With the exception of minor configuration settings, no extensive ServiceNow adjustments and interface programming are required when using CF.One. This not only drastically reduces the implementation effort but also the realization time.

## Rapid Introduction of Hyperautomation

UiPath is working flat out on a large number of functions and service integrations to extend the capabilities of the platform. Using CF.One, smart services in areas such as AI, translation, machine learning, predictive analytics, auditing, etc. can be integrated in a central location and made available for general use with all ServiceNow objects.



## Data Exchange between Systems

With CF.One, the data exchange of a central ServiceNow instance with other systems is substantially simplified. Due to the normalized data layer available with CF.One and the resulting standardization of company-wide data exchange processes, additional systems can be connected much faster and operated in a more maintenance-friendly manner.

## Cooperation with Providers

CF.One enables universal cooperations with a large number of different delivery partners. The bidirectional data exchange takes place in a standardized form according to customer specifications and under monitoring of SLAs. All types of cases, tickets, requests and catalog items can be processed automatically. In addition, CF.One can be extended by online services, e.g. to implement a multilingual exchange via an online translation service.

## IT service management in Agile Environments

While large IT organizations often use ServiceNow for ITIL-oriented services, they are increasingly establishing all-round responsible, agile teams for the individual support of business areas. These teams often work with flexible, easily adaptable software solutions such as [Jira](#). CF.One is currently being extended by an RPA module, which allows for an automated exchange between [Jira](#) and ServiceNow.

## Simplified Data Exchange Using Hybrid Interfaces

From the increasingly networked cooperation with external partners, the need for simple and universally functioning data exchange procedures is growing. With classic IT interfaces, this overall task can only partially be solved economically. Their limited flexibility combined with high expenses in creation and maintenance limit their possibilities. An inexpensive hybrid solution can be set up for more individual requirements by combining IT interfaces for recurring mass data with the RPA functions of CF.One.

## Enterprise Application in Customer Service

For service providers in the logistics area, collaboration with customer organizations usually requires linking their own customer service application in ServiceNow to different customer systems. Thanks to the CF team's universal approach in prototype development, complementary solutions for customer systems can be evaluated and designed at short notice. For example, a prototype for the software solution [freshdesk](#) was created at short notice to realize a robust data exchange between ServiceNow and [freshdesk](#) without extensive RPA programming.

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## **Low Implementation and Maintenance Effort**

The CF.One solution is based on many years of service management experience and a combined know-how from ServiceNow and UiPath projects. The preconfigured solution can be quickly and flexibly adapted to respective use cases and corresponding customer environments. Because of its comprehensive architecture, it can be implemented at short notice and set up with comparatively little effort.

**For a quick introduction of CF.One, an MVP implementation with quick wins and a step-by-step expansion of usage according to business needs is recommended.**

Thanks to the good business understanding and the comprehensive solution know-how in UiPath, ServiceNow, AI, Machine Learning, Analytics, Cloud Services and Process Mining, the Clientfocus team can flexibly respond to any customer requirements and create fully functional, compact business solutions in a short time.

You can find more information on our project approach and detailed services at [kontakt@smart-service-first.de](mailto:kontakt@smart-service-first.de).