PLAT4MATION

Use Cases for ServiceNow App Engine

Real-life examples of no-, low- and pro-code solution design

September 2021

Using ServiceNow App Engine to solve business challenges

ServiceNow's App Engine is a great platform to design solutions that meet both simple and complex business needs. While one of its draws is its ability to accomodate all developer skill levels, many organizations have expressed interest in better understanding specific solution design possibilities on both the no- and pro-code end of the spectrum.

To help paint the picture of App Engine's potential, enclosed are real-life use cases based on our experience of designing solutions - some that required simple configurations (fit for an employee with no coding experience), but most for more complex solutions that required highly skilled ServiceNow developers.

Simple Configurations (for Citizen Developer)
For simple solutions that just aren't available out-of-the-box, we help establish the framework to provide governance and guardrails for employees to develop effective applications that automate their work.
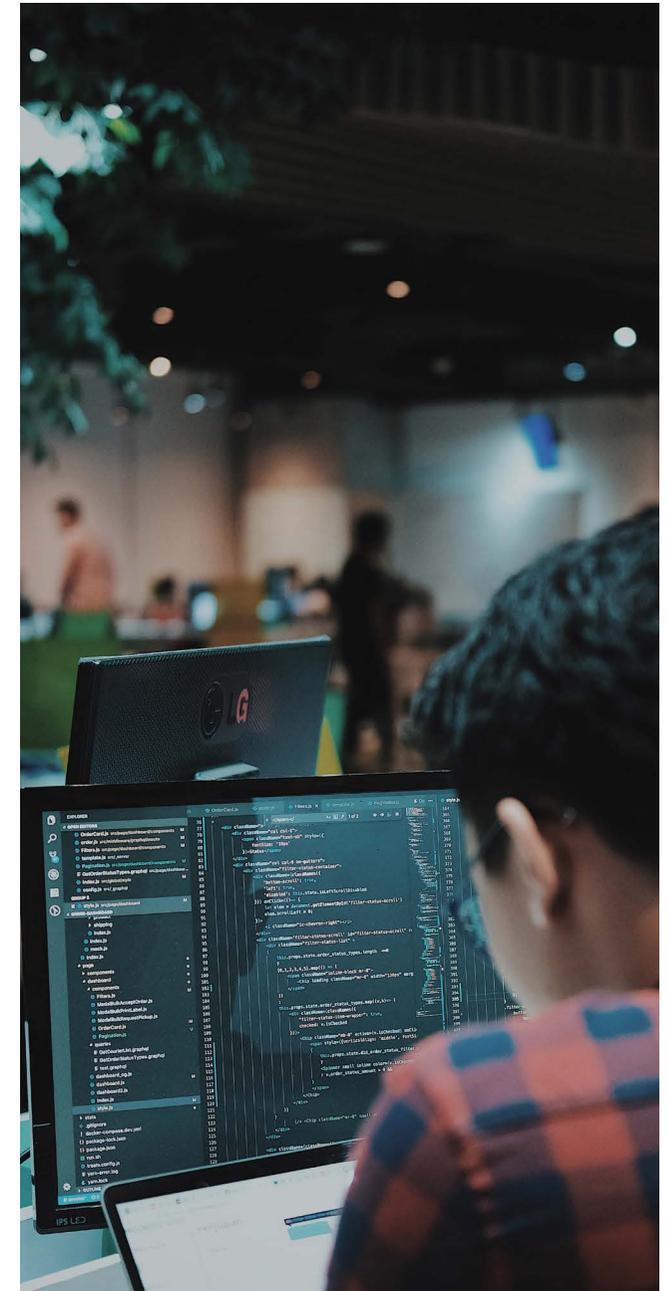
Custom App Development
Custom App Development using ServiceNow's App Engine is a great option to address a more complex business need where standard functionality of your existing (or third-party) applications do not.
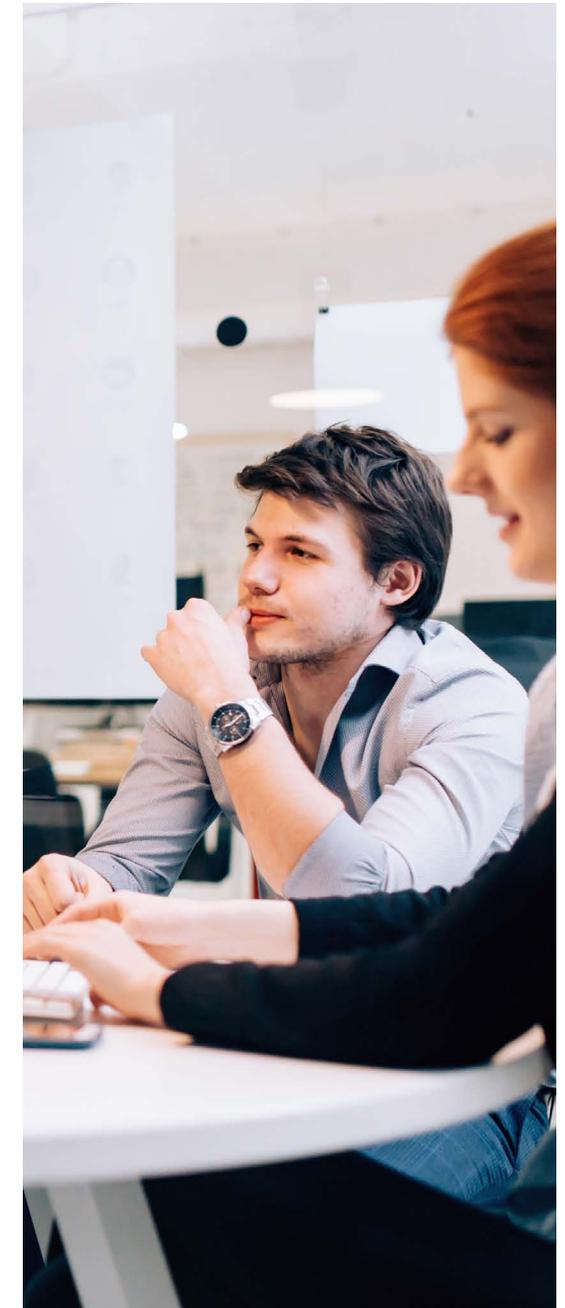
Using our unparalleled experience, we have designed a wide variety of comprehensive solutions that meet unique, complex and/or multiple-part business needs. Apps built using App Engine address challenges for all different types of business functions from Procurement, Finance, HR, to Fraud, and of course, IT. The sky is the limit when it comes to the type or scope of business function you can transform, streamline and digitize with an app designed using ServiceNow's App Engine.

Developer skill levels
- No-code – an employee with basic knowledge (or a "Citizen") could build it
- Low-code – a Plat4mation consultant or basic-level ServiceNow developer at your organization could build it
- Pro-code – Requires experienced ServiceNow app developers who have a deep expertise of platform capability

Custom App Project	Skill Level	Built for	Built with App Engine	Result
Streamlining procurement efforts	Pro-code	Procurement	Request process, approval flow, service portal	Harmonized and added structure to the global procurement request process, which was previously done via email. Addressed the need to capture approvals for certain requests for audit and compliance purposes.
Complaint management	Citizen	IT	Custom complaint table, service portal widget to raise a complaint	Solution addresses a contractual agreement with company's vendor that there should be a way to raise a 'complaint' to an incident nearing SLA or wrong resolution after closure.
Team catalog application	Citizen	Enterprise-wide	Workflow, catalog and portal templates, and, automated deployment functionality	Application that enables individual teams to define a more mature service consumption model. The app uses ServiceNow to deploy a Case Management solution, including portals and catalogs.

Custom App Project	Skill Level	Built for	Built with App Engine	Result
Simplify supplier management/ sourcing	Pro-code	Procurement	Request process, approval flow	Allows requesters to send out supplier requests, matching them with preferred suppliers. Simplifies supplier proposal development and approval process.
SAP Master Data Management	Pro-code	IT	Request process, automating master data changes in SAP	Streamlined request management for all kinds of Master Data Mgmt. (MDM) requests (Customer, Vendor, Material, Cost centers). Excels are uploaded in a specially designed template. The template is automatically transformed to data in ServiceNow (not with import sets but by using a ServiceNow API). The data is sent to SAP to be processed by a BAPI.
Automate finance requests	Pro-code	Finance	Request process, automating payments in SAP	Request management to automate the processing of finance requests. Excels are imported and transformed to data. The data is sent over to a SAP BAPI to evaluate it against the business rules and determine approvals.

Custom App Project	Skill Level	Built for	Built with App Engine	Result
Automate user profile updates in SuccessFactors	Low-code	HR/IT	Orchestration, IntegrationHub, Flow Designer	Updates in SuccessFactors on the user profile to be automatically processed in a local active directory (AD). ServiceNow is used as an orchestrator.
Capture fraud reported by ATM users	Low-code/Citizen	Fraud Management	Custom tables, client-side and server-side scripting	Enable the Fraud management team to capture fraud incidents reported by ATM users, and perform a detailed investigation to validate whether or not its actual fraud.

Custom App Project	Skill Level	Built for	Built with App Engine	Result
Automated release management	Low-code	IT (Release Management)	Custom tables, client-side and server-side scripting validation	App that enables the Release Manager to manage releases. Within a release, the start dates and end dates for the DTAP-environments (Development, Test, Acceptance, Production) can be easily managed. It is also possible to link the defined releases to 'implementation' changes within ServiceNow.
Facilitate digital flow of compensation review process	Pro-code	HR and People Managers	Compensation Review data model, advanced and complex widget which is the UI of the application, calculation rules and matrices, advanced security/validation and authorization model	Handling the compensation review processes of global financial institution such as making budgetary financial decisions, granting promotions, managing employees, automatically calculating budgets/ promotions, generating employee communication sheets and making manager cross-fundings

Custom App Project	Skill Level	Built for	Built with App Engine	Result
Automation of third-party request fulfillment	Pro-code	IT	Custom tables, Server-side scripting, REST Calls & Templates	Automate request fulfillment to third-party systems. Data and templates used for easy deployment of new integrations (based on NATO app of another customer).
Streamline & simplify reimbursement request process	Pro-code	Finance and HR	Custom tables, Google maps API, Flow Designer, data export in CSV format for HR and finance applications	Enable employees to submit reimbursement requests and travel expenses, allowing managers to approve these requests on the portal and centralizing all data for Finance and HR.

Custom App Project	Skill Level	Built for	Built with App Engine	Result
Automated time-writing	Pro-code	Development	Time writing portal and timesheet portal for team leads	Re-introduce time-writing for developers. Timesheets will be pre-populated with epics with effort based on story points of the underlying stories. Time-writing is done on a weekly basis (so one entry per epic per week);
Automate Business Impact Assessments	Low-code	IT	Custom widget on Portal, custom tables, approval flow, state flow	Application to improve Governance, Risk & Compliance (GRC) capabilities of Cyber security team, to automate business impact assessment process. Business Impact Assessments are triggered on creation of Business Application. It has to be filled by Solution Manager and reviewed by Business Owner and CS compliance office before it gets updated in business Application

How about your business challenges?

If your business is facing a challenge that can't be fully addressed by standard (out of the box) functionality, ask us about a strategy session to discuss your business need in detail, as well as how it could be solved for with a Custom App (built on ServiceNow).

About Plat4mation

Plat4mation is an elite ServiceNow partner whose core business is focused on unleashing the potential of ServiceNow for enterprises to accomplish - and accelerate - their digital transformation objectives. Over the course of nearly 8 years, Plat4mation has established an extensive library of reusable assets, integrations and methodologies to deliver custom solutions that help companies maximize value from ServiceNow.

Named ServiceNow's Global App Development Partner of the Year 2021, our team possesses a deep level of Now platform expertise which enables us to efficiently design the best solutions.

Contact us to learn more, or
visit our **website**.