

PLAT⁴MATION

Use Cases for ServiceNow App Engine

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

August 2024



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 accommodate 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.

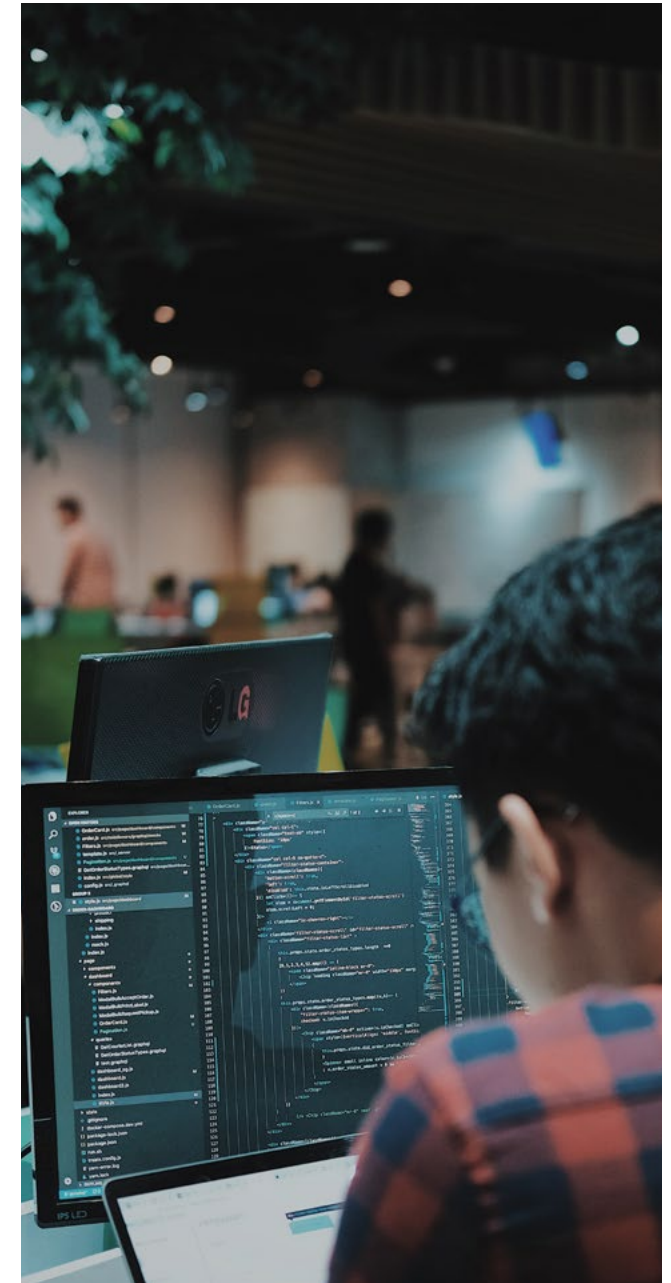
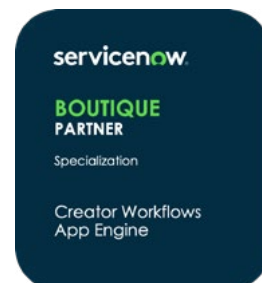
Using our unparalleled experience, we have designed a wide variety of comprehensive solutions that meet unique, complex and/or multiple-part business needs. Apps built using App Engine address challenges for all different types of business functions from Procurement, Finance, HR, to Fraud, and of course, 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

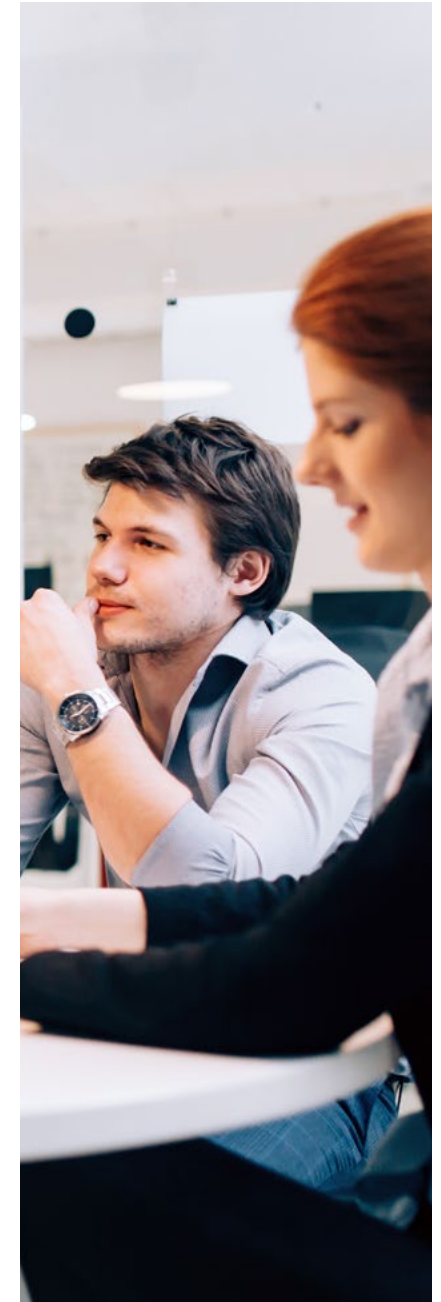
Low-code – a Plat4mation consultant or basic-level ServiceNow developer at your organization could build it

Pro-code – Requires experienced ServiceNow app developers who have a deep expertise of platform capability



Estimated time	Custom App Project	Skill Level	Built for	Built with App Engine	Result
70-100 days	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.
60-80 days	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.
200-250 days	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.

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30-50 days	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.
20-30 days	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.
30-40 days	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.



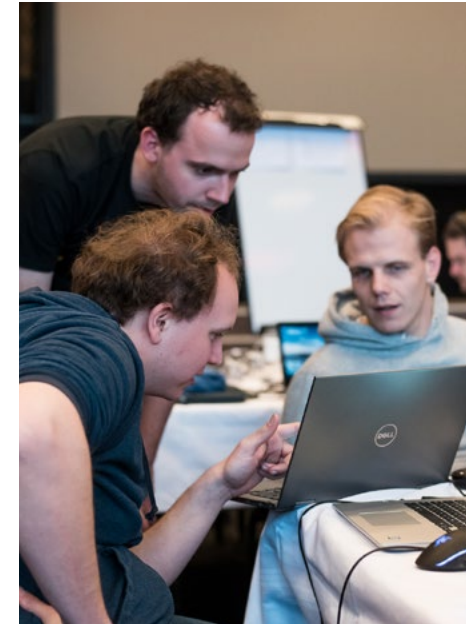
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150-200 days	Supporting Field Service Engineers with AI	Pro-code	Field Service Engineers	App Engine solution with mobile support, user interface built with UXF, integration with AI platform	A scalable AI-supported QA solution for more than 1000 field service engineers which enables the organization to further streamline their operations and get insights in their data in real-time.
150-200 days	University Written Works solution	Low-code	University professors and students	App Engine, Customer Service Management, integrations	The University has implemented a solution for students to upload and submit theses and papers. The app integrates a plagiarism tool, allows professors to submit grades, archives submissions, and notifies users of status changes. The user experience has been improved substantially with this application.
50-75 days	Vessel booking solution	Low-code	Seaport company	App Engine solution, integrations	The project successfully implemented a custom application for the seaport company, leveraging the power of ServiceNow to enhance the efficiency, speed, and cost-effectiveness of their processes. ServiceNow's reporting capabilities were utilized to provide the company with crucial insights into vessel availability and upcoming bookings.



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40-60 days	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.
30-45 days	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.

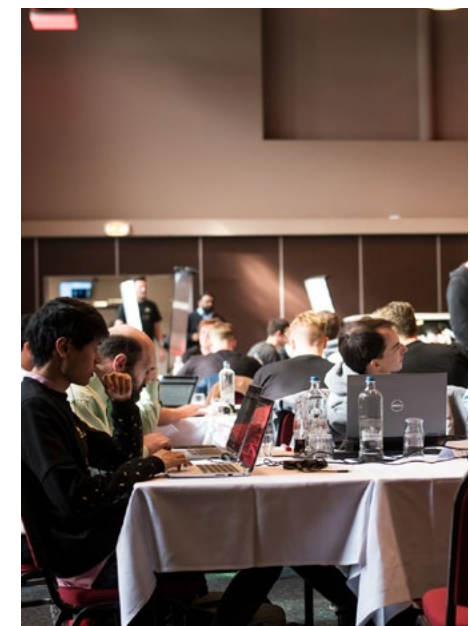
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10-20 days	Automated release management	Low-code	IT (Release Management)	Custom tables, client-side and server-side scripting validation	App that enables the Release Manager to manage releases. Within a release, the start dates and end dates for the DTAP-environments (Development, Test, Acceptance, Production) can be easily managed. It is also possible to link the defined releases to 'implementation' changes within ServiceNow.
60-85 days	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.

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40-65 days	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).
40-65 days	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.



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35-55 days	Automated time-writing	Pro-code	Development	Custom tables, client-side and server-side scripting validation	<p>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).</p>
40-60 days	Automate Business Impact Assessments	Low-code	IT	Custom widget on Portal, custom tables, approval flow, state flow	<p>Application to improve Governance, Risk & Compliance (GRC) capabilities of Cyber security team, to automate business impact assessment process.</p> <p>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.</p>

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90-125 days	Safety & Quality Management	Pro-code	Enterprise - wide	Safety Observation Management tool, quality registrations, surveys, mobile app	Easier and more convenient way to create Safety Observations and Quality Registrations. The streamlined process has increased Health, Safety and Compliance, and proves ISO compliancy.
50-70 days	Transport Management	Pro-code	Logistics	Transport tickets, integration with Oracle Transport Management	Auto-assignment of transport tickets to the right groups has led to faster turnaround times. Insights into shipment and delivery issues have further enhanced the operational process flow.



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30-50 days	Treasury & Insurance	Low-code	Insurance department	Multiple catalog items, Treasury & Insurance portal, back-end service request management tool	Digital services like structured digital forms have made communication between requesters and fulfillers more efficient. It has increased operational efficiency and improved both the fulfiller and requester experience as real-time status information is now available through the portal.
600-800 days	Employee relocation and material transport	Pro-code	HR/IT	Move4U application suite	Hundreds of relocations per year are facilitated in a standardized manner, providing automation leading to time savings and improved quality. Improved Employee Experience and increase of management control through ServiceNow reporting features and dashboards, granting insights in real time.
20-30 days	Security Incident Management	Pro-code	Enterprise-wide	Incident Management Integration, back-end security incident management tool, post-incident PDF generator	A single place to handle security incidents globally according to industry standards. Integration with ITSM Incident Management ensures a smooth communication flow between the incident and security incident team. The new reporting features have provided the business with valuable new insights and continual improvement, and the entire solution has led to a high satisfaction among security professionals.

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 10 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.

[Book an expert call](#) to learn more, or visit our [website](#).

