HCL

HCL Technologies' ADvantage™ Pega Process Fabric Connector for ServiceNow

Feeding data (incidents) from ServiceNow to Pega Process Fabric Hub

Business problem

Working and approving tasks related to Purchase Order, Incidents, or Loan Origination present on the diverse platform, namely SAP, ServiceNow, Pega, calls out for login into multiple platforms for a user, which makes even the smallest of tasks of approval a tedious and strenuous process. For approving the request, the user needs to be a keyboard warrior (or Alt+Tab champion) navigating to a different set of systems, authenticating to pass the security layer, and approving the corresponding requests. Pega Process Fabric Hub addresses the problem mentioned earlier by providing the option to view all these tasks from the different systems in a One-stop portal (or Unified Desktop or Workbench) where the user can act upon (approve/reject) the request.

But we also need additional support to align data from ServiceNow to Pega Process Fabric Hub. That's where custom connector comes to our rescue. For fetching the incident requests from ServiceNow (non-Pega), we have built custom connectors that will exactly replicate the above scenario and catalyze the users' efforts (operating on the system) and improve efficiency. The users just need to log in to the Hub to see the Incident Tasks from ServiceNow and other remote systems entitled and subscribed and act upon it.

About HCL's ADvantage™ Pega Process Fabric Connector for ServiceNow

HCL's ADvantage™ Pega Process Fabric Connector for ServiceNow is a component that helps in feeding the data (incidents) from ServiceNow to Pega Process Fabric Hub (in a scheduled batch, near-real-time or real-time mode). The component also provides all the necessary transformation capabilities before publishing tasks so that the Pega Process Fabric Hub can accept data that is in a correct standardized format. HCL's ADvantage™ Pega Process Fabric Connector helps publish data about assignments, work queues, and operators regarding the remote application (Service Now).

Solution approaches

HCL's ADvantage™ Pega Process Fabric Connector uses the following approach to fetch the task list from ServiceNow:

iPaaS (Integration Platform as a Service)

· Easily plugged-In, loosely coupled, out of box connectors for the remote system

· Built in exception handling and retrying policies and queue management

· iPass tool for future update/upgrade on the remote systems patches

· iPass layer present for connector support

· Easy to onboard new solutions in the market

Java connector

· Open saource and customizable connector on the basis of need

· Automatic handling of transaction management, chunk management, retry policy, and exception handling

· Flexible onboarding of a new remote system through anadditional handler (Scalable)

· Leverage as a reusable component with tweaks done for targeted remote systems

Direct Pega P2P connector

· Leverage existing Pega investment to integrate with the remote system

· Developed in a reusable fashion leveraging core Pega Process Fabric rules

· No additional tool-stack is required

· Faster time to market and quick turnaround time (TAT)

Key features
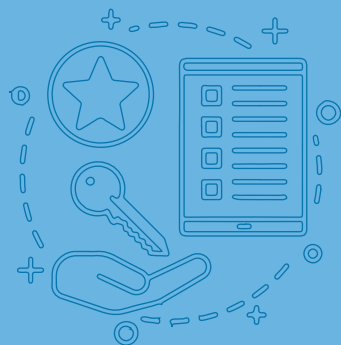
- Feed or publish task data from ServiceNow to the Pega Process Fabric Hub in batch, near-real-time, or real-time mode

· Feed the data pertaining to operator and work queue mappings to the Pega Process Fabric Hub

· Publish bulk task data. operators and work queue data

· Near real-time updates if any changes are done to the tasks in ServiceNow i.e., near real-time updates such that the changes in the external system are captured and synced

· Redirect the users (on-click) to the specific task in ServiceNow case for action to be taken

Business benefits

- Improved productivity and efficiency of the users

- A unified portal for all review/approvals across systems

- Productive use of team's effort by reducing the window-toggle activity and time

- Improved and personalized customer experience

- Reduced operational effort and cost

- Enhanced visibility of the case data or tasks across systems

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