MLE
SYSTEMS
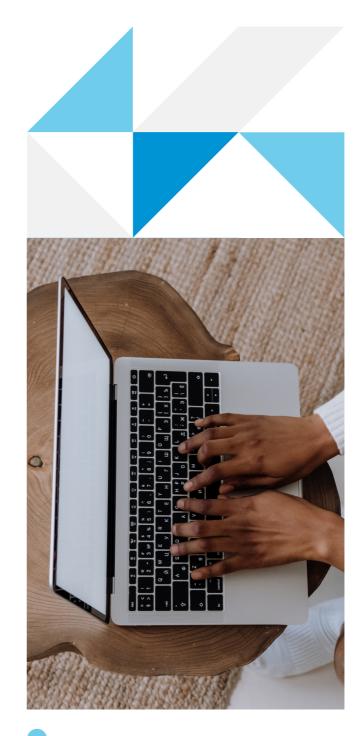YOUR BUSINESS TRANSFORMATION JOURNEY PARTNER

Case Study: ServiceNow integration for a product company

To build an AI-enabled cloud platform to manage complete SaaS operations, optimize SaaS spending, improve security and compliance, develop SaaS insight, and maximize ROI from your cloud investment The client intended to build a platform which can fetch a list of applications with the available attribute in the environment.
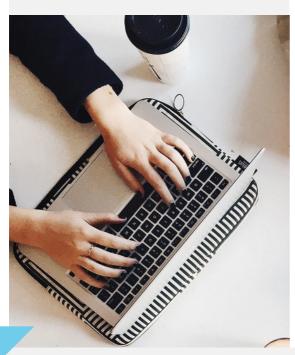
HIGHLIGHTS OF POC

- To create a test environment and simplify operations, management, better renewal, and automated user management and approval workflow
- Fetching a list of applications with the available attributes installed in an environment.
- To get a list of licenses for ServiceNow. Although there is no proper method of calculating the licenses, we calculated them based on user roles and other attributes.
- Data storage visibility within ServiceNow
- Security visibility in ServiceNow User lifecycle management and integration

THE RESULT

- In total, six custom APIs were created and shared through which they can get all users based on the role API, all groups of users API, and all roles of the group
- MLE team has successfully provided them the APIs and an instance and still maintains their instance

REQUIREMENTS

- To build, integrate and manage ServiceNow functionality with the Cloudnuro application. The client desires to help companies using ServiceNow, reduce their total cost of cloud ownership by organizing information and enhancing visibility into their cloud applications, licenses, platforms, and infrastructure
- There is a surge in SaaS applications adoption and usage is ever-increasing with the growing scope for the SaaS company over the past decade
- With SaaS applications coming to the spotlight, more and more companies, start-ups, and entrepreneurs are opting for the SaaS development framework to develop their products and grow their businesses. According to recent statistics, 70% of the company/software/systems/tools/apps that are used around the globe, are SaaS applications. And therefore, SaaS application development has emerged as one of the most profitable and easy-to-start business ideas in recent years
- To present an even clearer picture, 85% of the software used by various organizations will be SaaS by 2025.No doubt that opting for a SaaS development framework for SaaS applications in development can be a great idea now to leverage the full potential

THE SOLUTION

- Creation of APIs for Apps and plugins for ITSM, ITOM, and HR-SD
- Creation of API for User, Group, and Roles
- Scope of User provisioning and de-provisioning in the ServiceNow environment
- We analyze Varian's system for App integration on the Cloudnuro
- And final, the App integration provided the solution per the requirement.
- Using OAuth 2.0 as an authorization framework enables applications to obtain limited access to user accounts on an HTTP service. It helps delegate user authentication to the service that hosts the user account and authorizes the third-party applications to access those user accounts

I WORKED WITH MLE SYSTEMS ON A RECENT PROJECT – THEIR DEVELOPERS HAVE EXCELLENT SERVICENOW SKILLS AND DELIVER ON COMMITMENTS. MLE SYSTEMS BUILDS GREAT TRUST WITH THE CUSTOMER AND IS WELL RESPECTED FOR ITS BROAD TECHNICAL ABILITY.
I WOULD STRONGLY RECOMMEND MLE SYSTEMS.
-CLIENT FEEDBACK

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