

# Five Common Integration Problems that the Informatica ServiceNow Connector Helps Enterprises Solve

Think of application integration as the marriage of enterprise apps—a marriage that will consequently give birth to improved productivity, seamless collaboration, and reduced costs. But like any wedding ceremony, application integration can be both a thrill and a headache, so you need careful planning to proactively deal with these five common integration problems.



## 1 Incompatibility

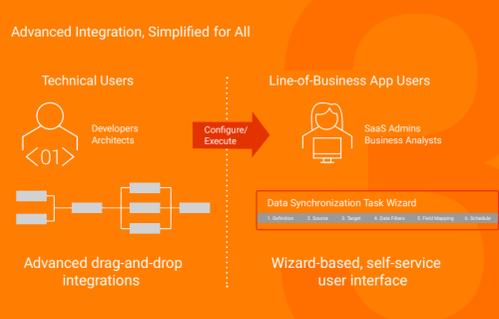
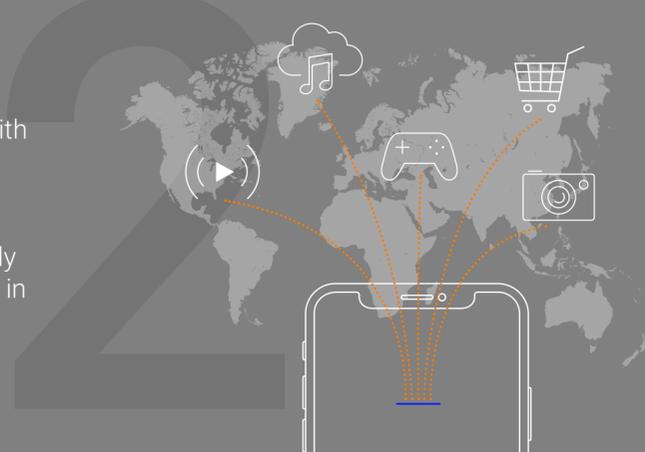
Integration is highly contingent on the apps you'd like to integrate. There are legacy or packaged apps that you cannot simply modify to couple with an integration solution.

It can't be a "shotgun integration." You will need something to connect and harmonize these apps.

## 2 Long-Distance Apps

Integrating geographically dispersed apps with ServiceNow can be next to impossible.

You will need a cloud-based connector that can enable you to link all these geographically dispersed apps without complex coding and in the quickest possible time.



## 3 Do-It-Yourself Quandary

Self-service integration, if re-designed effectively, can be a good strategy for improving service and choice for clients; otherwise, it can lead to more complexities and higher costs.

Leverage a simple point-and-click self-service integration solution that requires no complex coding.

## 4 Losing Focus on the Core Goal

Integration should be a solution, not a problem that will demand 40% or more of your IT team's attention and effort, causing them to lose focus on more-critical tasks.

You need an integration solution that reduces internal technical complexity so your team can get on with their core responsibilities.



IT team's effort going toward integration

Integration expenditures make up

**>50%** of the cost of implementing 90% of new large systems



## 5 Keeping Everything Within Budget

Cost remains everyone's ultimate concern.

To reduce costs, you need to reduce integration complexities that can lead to lengthy lead times and additional or unexpected deployment and maintenance costs.

## Informatica ServiceNow Connector

You can solve these five common integration problems by leveraging the Informatica ServiceNow Connector to integrate a host of cloud and on-premises applications.

- Simple point-and-click operation
- No coding required
- Quickens integration from months to just days
- Allows bi-directional syncing
- Provides simplified experience

### References

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- [http://blogs.gartner.com/andrew\\_white/2015/05/22/the-inexorable-rise-of-self-service-data-integration/](http://blogs.gartner.com/andrew_white/2015/05/22/the-inexorable-rise-of-self-service-data-integration/)

## About Informatica

Informatica is the only Enterprise Cloud Data Management leader that accelerates data-driven digital transformation. Informatica enables companies to unleash the power of data to become more agile, realize new growth opportunities, and lead to new inventions resulting in intelligent market disruptions. Over the past 25 years, Informatica has helped more than 9,000 customers unleash the power of data. For more information, call +1 650-385-5000 (1-800-653-3871 in the U.S.), or visit [www.informatica.com](http://www.informatica.com). Connect with Informatica on LinkedIn, Twitter, and Facebook.