FM:Systems Integration with ServiceNow

AMS CAD + CAFM SOLUTIONS

servicenow™ ⟷ fm:systems

Features:

- ✓ Easy to Deploy
  - ▪ No Plug-Ins or Installed Software Necessary
  - ▪ Works with FM:Systems Hosted Environment
  - ▪ Uses Standard ServiceNow Scheduled Jobs
  - ▪ Regular Intervals for Polling
  - ▪ Uses Standard Formatted Scripts for Each Integration (JavaScript)
- ✓ Supports Multiple Tickets for One FM:Systems Record
- ✓ Optional Adding of FM:Systems Ticket Number/ID
- ✓ Creates Tickets in FM:Systems
- ✓ Syncs Data from FM:Systems

Features:

- ✓ Easy to Deploy
  - ▪ Works in All FM:Systems Environments
  - ▪ Uses Standard SQL Views
  - ▪ Business Rules for Pushing/Pulling Data
  - ▪ Works with ALL FM:Systems Tables + Modules
- ✓ Adds ServiceNow Ticket Number/ID
- ✓ Creates Tickets in ServiceNow
- ✓ Syncs Data from ServiceNow