

# Solution Accelerator: ServiceNow Sync

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This Solution Accelerator allows for data mastered in ServiceNow to be brought into ABACUS and synchronized automatically. Avolution Consultants will assist in setting up the out-of-the-box ServiceNow sync; creating mappings, applying filters, scheduling automatic refreshes and implementing best practices.



Training on how to use the ServiceNow Sync



Metamodel configuration to support additional datasets and fields from ServiceNow



Configure the mappings between ABACUS datasets and ServiceNow tables and fields



Set up data imports and post processing scripts



Testing and Review

*The solution accelerator includes up to 24 hours consulting time which can be used over the course of 12 months. For best experience, it is recommended that the Avolution consultant is granted access to customer's ABACUS environment. If access cannot be granted, it will be necessary for the customer to screen-share during workshops. Access to ServiceNow is required, with minimum read access on a number of tables/views. The customer is responsible for providing information about the data stored in ServiceNow, e.g. which tables and fields contain the required datasets.*