# ServiceNow ITSM and One Touch Comscentre (OTC) Integration at Harvey Norman

## Background:

Harvey Norman, a prominent Australian multinational retailer, faced operational challenges due to the lack of synchronization between their ServiceNow platform and Orro's One Touch Comscentre (OTC) for Incident Management. Manual efforts and interventions by analysts were required due to this disparity, making it increasingly challenging to manage incidents efficiently on both systems.

## Client's Key Challenges and Objectives:

- Lack of synchronization in incident creation, update, and resolution activities between ServiceNow and Orro OTC.
- Manual efforts are required to log and manage incidents on both systems separately.
- Difficulty in handling incidents efficiently due to the disjointed processes.
- Automate Incident Management processes between ServiceNow and Orro OTC.
- Create bidirectional integration for seamless data flow.
- Manual efforts are required to add attachments via mail or attach on both systems.
- Ensure real-time or near-real-time data transfer with minimal latency.
- Enhance data integrity through validation checks.
- Implement a scalable solution to accommodate business growth.
- Ensure easy maintainability with clear documentation for future modifications.

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# The Solution Approach:

**Assessment and Workshops:**
Nihilent began the project by comprehensively analyzing the existing Incident Management systems and processes at Harvey Norman and Orro OTE. The team facilitated workshops to identify requirements and areas for improvement and subsequently reviewed and finalized the requirements for the implementation process.

**Design and Implementation:**
Based on the assessment, Nihilent designed and implemented a customized REST Integration tailored to Harvey Norman's business objectives and strategic goals. This integration aimed to create a seamless flow of incident data between ServiceNow and Orro OTE.

**Integration with Orro OTC:**
Real-time integration between ServiceNow Incident Management and Orro OTE allowed seamless data mapping, enhancing access and updating of customer information. It enabled seamless data mapping between the two systems for efficient access and updates. It allowed the management of all types of attachments between the two systems.

**Testing:**
Nihilent conducted extensive testing following formal test cases to ensure the solution's effectiveness. Rigorous testing validated that the integration functioned correctly and met the specific requirements outlined by the client.

**Rollout:**
Nihilent successfully implemented the Incident Management Integration solution, closely collaborating with Harvey Norman. The collaboration involved working with Harvey Norman and Orro stakeholders to ensure the integrated solution's seamless rollout.

# Key Integration Features:

**Bidirectional Integration:**
Enabled seamless data transfer between ServiceNow and Orro OTC in both directions.

**Incident Ticket Lifecycle Management:**
Automated incident ticket creation, update, and resolution processes between the two systems.

**Assignment Group Integration:**
Facilitated the replication of incident tickets based on assignment groups, ensuring collaboration between ServiceNow and Orro OTC.

**Attachment Integration:**
Managed the flow of all types of files as attachments between both systems.

**Validation for Data Integrity:**
Implemented a validation process to ensure the integrity of incident ticket data across both platforms.

**Real-time Webhook Integration:**
Utilized webhooks for minimal latency, ensuring real-time or near-real-time data transfer between ServiceNow and Orro OTC.

# Benefits Realized:

**Efficiency Improvement:**
- Automated incident processes reduced manual efforts and improved efficiency.
- Real-time synchronization ensured accurate and up-to-date incident information.

**Enhanced Collaboration:**
- Seamless integration facilitated collaboration between Harvey Norman and Orro OTC.
- Analysts could work within a unified environment, enhancing communication and productivity.

**Data Integrity Assurance:**
- Integration validation ensured data integrity, minimizing errors and discrepancies.

**Scalability and Maintainability:**
- The scalable solution accommodated service growth and expansion.
- Clear documentation facilitated easy maintenance and future modifications.

**Rollout Success:**
- Successful rollout demonstrated the solution's adaptability and effectiveness across diverse environments.

**Conclusion:** Nihilent seamlessly implemented ServiceNow Incident Management and Orro OTE Integration, offering Harvey Norman an efficient and scalable solution. The project tackled current challenges and established a robust foundation for future growth and collaboration between the two systems. The success of this integration highlighted Nihilent's expertise in delivering customized solutions for ServiceNow ITSM and associated integration needs.

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