



ServiceNow ITSM and One Touch Comscentre (OTC) Integration

Background:

A leading Australian multinational retailer faced operational inefficiencies due to the lack of synchronization between their ServiceNow platform and Orro's One Touch Comscentre for Incident Management.

The absence of integration required manual intervention by analysts, making it increasingly difficult to manage incidents efficiently across both systems.

Client's Key Challenges and Objectives:

Key Challenges

- No synchronization between ServiceNow and Orro OTC for incident creation, updates, and resolution
- Manual logging and management of incidents across two separate systems
- Disjointed processes leading to inefficiencies
- Manual handling of attachments via email or duplicate uploads

Objectives

- Automate Incident Management processes between the two platforms
- Enable bidirectional integration for seamless data exchange
- Ensure real-time or near real-time data transfer with minimal latency
- Improve data integrity through validation checks
- Implement a scalable and maintainable solution
- Provide clear documentation for future enhancements

The Solution Approach:

Assessment and Workshops:

Nihilent conducted a comprehensive analysis of the existing Incident Management processes across the retailer's ServiceNow and Orro OTC environments.

Workshops were facilitated to identify gaps, define integration requirements, and finalize the implementation roadmap.

Design and Implementation:

Based on the assessment, Nihilent designed and implemented a customized REST-based integration aligned with the retailer's business objectives.

The solution enabled seamless incident data flow between ServiceNow and Orro OTC, ensuring operational continuity and consistency.

Integration with Orro OTC:

The integration enabled real-time synchronization between ServiceNow Incident Management and Orro OTC.

Key capabilities included:

- Seamless data mapping between both platforms
- Efficient access and update of customer and incident information
- Automated management of all attachment types across systems

Testing:

Extensive testing was conducted using formal test cases to validate performance and reliability.

The integration was rigorously tested to ensure:

- Functional accuracy
- Compliance with business requirements
- Stability under operational conditions

Rollout:

Nihilent successfully implemented the Incident Management integration in close collaboration with key business and Orro stakeholders.

The structured rollout ensured smooth adoption and minimal disruption to ongoing operation.

Key Integration Features:

Bidirectional Integration: Enabled seamless two-way data exchange between ServiceNow and Orro OTC.

Incident Lifecycle Management: Automated ticket creation, updates, and resolution processes across both systems.

Assignment Group Integration: Replicated incident tickets based on assignment groups to enhance cross-platform collaboration.

Attachment Integration: Ensured smooth transfer and synchronization of all attachment types.

Data Validation Framework: Implemented validation checks to maintain data accuracy and integrity.

Real-time Webhook Integration: Leveraged webhooks to enable minimal latency and near real-time data synchronization.

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Benefits Realized:

Operational Efficiency

- Significant reduction in manual effort
- Faster incident handling and resolution
- Accurate and up-to-date incident information

Enhanced Collaboration

- Unified working environment for analysts
- Improved coordination between internal and partner teams

Data Integrity Assurance

- Reduced errors and discrepancies through validation mechanisms

Scalability and Maintainability

- Scalable architecture to support business growth
- Clear documentation enabling easy maintenance and future enhancements

Successful Deployment

- Seamless rollout across environments
- Demonstrated reliability and adaptability of the solution

Conclusion:

Nihilent successfully implemented the integration between ServiceNow ITSM and Orro One Touch Comcentre, delivering an efficient, scalable, and future-ready Incident Management solution for a leading Australian retailer.

The initiative resolved operational inefficiencies, strengthened cross-platform collaboration, and established a robust digital foundation to support ongoing business growth.

The project further reinforces Nihilent's expertise in delivering customized ServiceNow ITSM integration solutions tailored to complex enterprise environments

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