



BUILDING INTELLIGENT CUSTOM APPLICATIONS ON SERVICENOW®

While ServiceNow already has many applications related to IT such as its ITSM and ITOM modules, it is also a powerful platform for building custom business applications quickly. Many customers of ServiceNow ITSM may not have taken advantage of this powerful capability. Considering the evolutionary nature of the ServiceNow platform that grows richer with each new release, it makes sense for an organization that is using ServiceNow's IT modules to branch out and use the same platform for other custom applications. This reduces proliferation of siloed applications, while making the most of the investment in ServiceNow platform. The AppEngine licensing of ServiceNow platform gives organizations this ability.

Top 5 Challenges for Custom Applications



Custom UI

Replication of the exact Custom UI for home grown app built on ServiceNow® delays the advantage of rapid application development, increasing the cost & development duration.



User Adoption

Business users, do not appreciate the possible use of ServiceNow® due to lack of proper knowledge & training on the ServiceNow® platform.



Data

Availability of multiple methods to integrate data for custom applications. However the challenge in selecting the best method that fits current implementation & different use cases is high.



Code Management

Proper code management & promotion using update sets is not easy when code is in use by multiple developers. Providing admin level access is another challenge.



Lack of Testing

Custom applications are developed specifically for that organization from scratch and need more QA testing than a standard application.

abhra Inc. has experience in developing custom applications for its customers and can offer help in overcoming these and other challenges.

Best Practices Recommended by abhra



OOB UI

Maximize the usage Of OOB best practices & capabilities, to ease new release upgrades, minimize development cost, and facilitate rapid development without delay.



Guided Tours

Use of specifically built guided tours for applications to help user training on the new ServiceNow® UI and platform features.



Best Fit Integration

Multiple methods exist to integrate data in ServiceNow®. However use the most appropriate method which meets long-term maintenance requirements & upholds the data integrity with back-end systems.



Scoped Application

Develop custom applications using scoped applications for better code separations from global changes.



Automated Test Framework

Use automated test framework & other automations available to develop test cases in parallel during development to detect defects on the early stage.

Contact abhra if you want assistance in developing custom applications!

CASE STUDY

Business Problem

An organization in the energy industry had ServiceNow being used only for ITSM for many years. The company never ventured into building non-IT custom applications on the platform. They used some other workflow tool for some workflow automation solutions. It was getting expensive to pay to license (licensing) and support multiple platforms. The company wanted to consolidate their application platforms as much as possible for easier maintenance and to save costs.

Solution

- They started their journey with custom applications and ported 2 workflow applications unrelated to IT to ServiceNow using lift-and-shift of functionality as a first step.
- It took only a few months to de-platform their other workflow automation platform.
- By switching to ServiceNow for the same functionality, they eliminated the extra costs and resources necessary for developing, maintaining and licensing another on-premise automation platform.
- ServiceNow platform offered many more workflow-related features and it was easier and faster to make enhancements on the ServiceNow platform compared to the other platform.
- As part of this move, they added integrations to move their non-IT related core business data into the ServiceNow cloud keeping it in sync with back end systems. In the future, this will enable them to build more custom applications on top of this data much faster in ServiceNow.