

# Maximize ServiceNow. Orchestrate Everything

Scale intelligent workflows across teams, AI, and legacy systems



**ServiceNow drives critical business workflows, but modern processes span more systems, more teams, and more complexity than it was built to handle alone.**

Camunda adds a powerful orchestration layer that extends ServiceNow across the enterprise. It brings flexibility, visibility, and scale without custom code or added technical debt.

**80%**

of ServiceNow users say custom integration rework caused migration delays

-LinkedIn Pulse

**30-40%**

of users report complexity hinders productivity and slows adoption

-Velocity

**35%**

of projects lack strategic alignment and face challenges innovating at scale

-iTechAG

## Innovate at scale across ServiceNow and beyond

ServiceNow drives core business workflows, but scaling transformation requires visibility, governance, and flexibility across all systems, teams, and tools.

### Accelerate business-led automation without risk



Let teams move fast in Flow Designer while Camunda provides the guardrails and enforces governance, enables cross-system orchestration, and delivers auditability and high performance for high-volume workflows at scale.



### Simplify upgrades and reduce technical debt

Avoid custom scripts and embedded logic that break with every release. Camunda keeps complex workflows outside ServiceNow, so your core platform stays clean, fast, and upgrade-safe.



### Operationalize AI, don't just pilot it

AI tools are only valuable when they're connected to real processes. Camunda orchestrates AI, human tasks, and ServiceNow into cohesive, governed workflows that actually drive outcomes.



## You need an execution engine. Not more workarounds.

By orchestrating processes across people, systems, and tools, Camunda eliminates the need for risky custom scripts and improves data quality by ensuring the right information reaches the right place at the right time—within and beyond ServiceNow.

## High Impact Use Cases

### Cross-System IT Fulfillment

#### Firmware Updates

Coordinate updates across devices, ServiceNow, and scripts, executed at scale through an orchestrated workflow.

#### IP Address Assignment

Automate IPAM updates and task flows across ServiceNow and network tools for smooth, reliable provisioning.

#### Certificate Renewal

Close lifecycle gaps by orchestrating ServiceNow and PKI tools, minimizing expiration risks and manual errors.

### High-Volume Workflows

#### Bulk User Provisioning

Execute user provisioning across HR, ServiceNow, and identity providers with high throughput.

#### Asset Inventory Sync

Sync large equipment and asset updates across systems without overloading ServiceNow.

#### Incident Enrichment at Scale

Bring in monitoring and logging data automatically to enrich incidents with the right context at the right time.

### End-to-End IT Process Automation

#### IT Asset Onboarding

Automate workflows across procurement, security, facilities, and CMDB from request to deployment.

#### Vendor Ticket Sync

Bidirectional sync third-party ITSM tools and ServiceNow incidents to prevent missed updates and finger-pointing.

#### Change Approvals

Automate multi-step change approvals with integrations across systems, stakeholder groups.

**20,000+ hours  
development  
time saved**

**408% ROI  
deployed  
at scale**

**50% faster TTV  
for new automation  
projects**

## AI adds intelligence. We help you make it operational.

AI won't transform your industry. You will, with orchestration. Camunda helps enterprise organizations move faster, build smarter, and scale what's working, without sacrificing control.

Visit [camunda.com](https://camunda.com) to learn more.