

INTEGRATION FOR iMANAGE AND SERVICENOW



Key Benefits

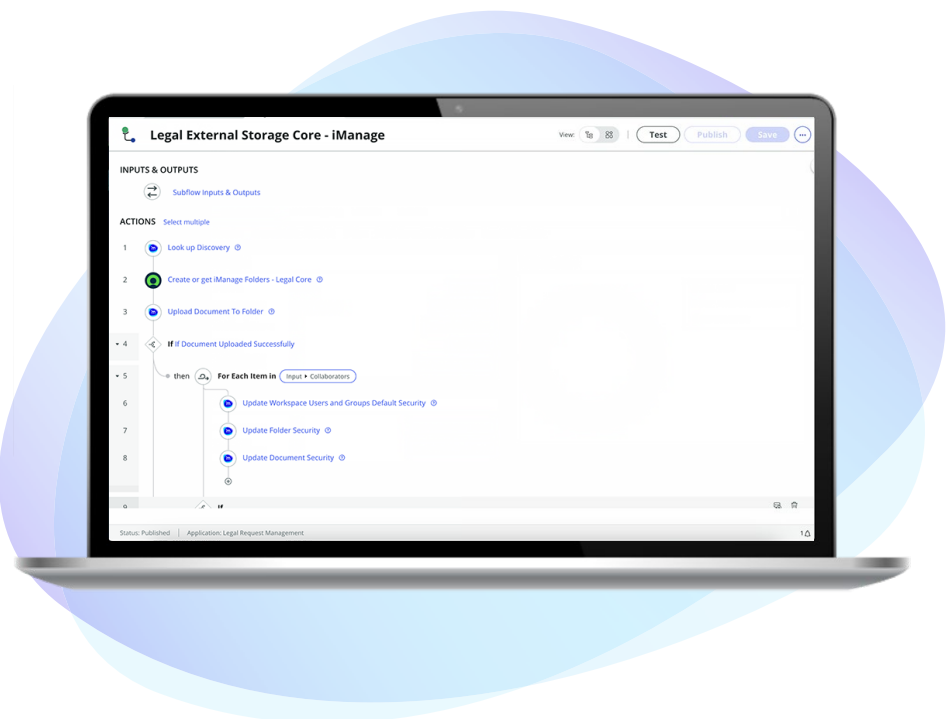
- Reduce application switching
- Enhance efficiency
- Mitigate risk of error
- Avoid versioning issues and maintain document integrity
- Optimize processes

Contemporary knowledge-based organizations such as law firms and accountancies often use multiple software solutions to complete tasks efficiently. Integrating these solutions can be a challenge—but that's no longer the case for organizations that use both iManage Work and ServiceNow.

Today, organizations can eliminate process friction thanks to a seamless integration between iManage and ServiceNow. With this integration, you can link the document and email management functionalities of iManage Work with the business process automation and workflow capabilities of ServiceNow.

When using ServiceNow, you can incorporate access and management actions related to vital work products and matters stored in iManage Work – like legal agreements and contracts – without the need to switch between applications. This includes opening, reading, editing, and sharing documents, as well as displaying the results of powerful iManage tools, such as personalized search, document history, and version control.

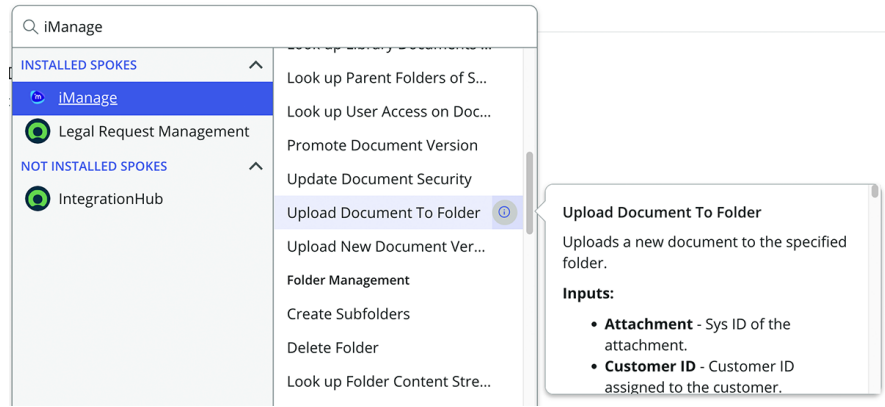
By integrating iManage Work and ServiceNow, knowledge-based organizations can now deliver more efficient and effective service.





In today's business environment, seamless integration between software applications is crucial for maximizing efficiency, reducing manual work, and improving collaboration across teams. The integration between iManage and ServiceNow brings two powerful platforms together to streamline workflow and enhance productivity in the legal and corporate sectors.

Nagib Tharani
Product Management Director,
ServiceNow



Core Capabilities

- **In-app document management:** Complete core iManage tasks such as creating, revising, and deleting documents; granting or removing document access; and more from within ServiceNow
- **Workflow automation:** Streamline ServiceNow workflows such as document review & approval, incident resolution, and contract management by integrating iManage-related tasks
- **Collaboration:** Automate synchronization of iManage Work version control and permissions into ServiceNow
- **Notifications & alerts:** ServiceNow ensures you are promptly informed of document changes, upcoming deadlines, and more
- **Analytics & reporting:** Pull iManage data-driven insights directly from ServiceNow at the individual document and email, version, and user levels

About iManage™ iManage is dedicated to Making Knowledge Work™. Our cloud-native platform is at the center of the knowledge economy, enabling every organization to work more productively, collaboratively, and securely. Built on more than 20 years of industry experience, iManage helps leading organizations manage documents and emails more efficiently, protect vital information assets, and leverage knowledge to drive better business outcomes. As your strategic business partner, we employ our award-winning AI-enabled technology, an extensive partner ecosystem, and a customer-centric approach to provide support and guidance you can trust to make knowledge work for you. iManage is relied on by more than one million professionals at 4,000 organizations around the world. Visit www.imanage.com to learn more.

About ServiceNow ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. To learn more, visit the iManage integration page on store.servicenow.com.