ServiceNow Integration & Automation
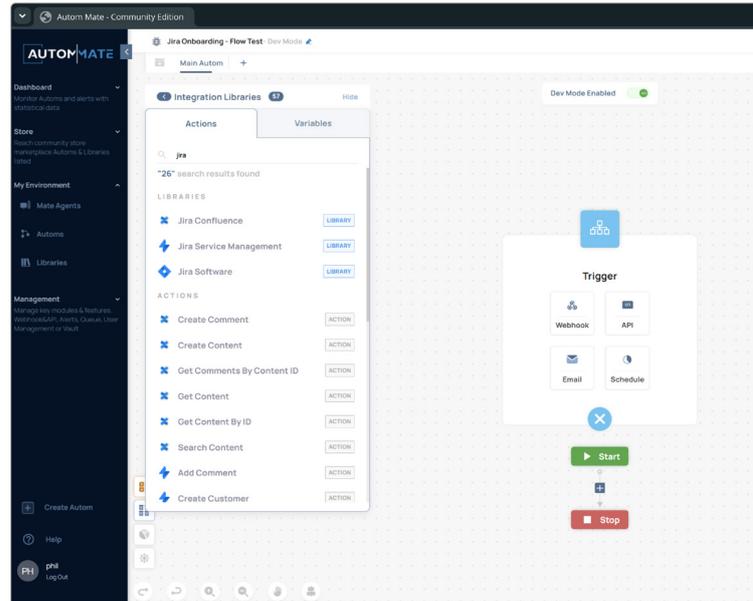
Accelerate workflows, connect third-party applications + build and deploy your own AI agents.

We make ServiceNow Automation Fast, Easy & Cost-Predictable

Autom Mate streamlines ServiceNow integrations with third-party applications, boosting customer satisfaction and productivity through process automation. Enhance ServiceNow capabilities with powerful integrations, including ITSM, DevOps, messaging notifications, monitoring, and AI Agents.

No more waiting for experts to build complex workflows and no need to level up licensing to get the capabilities you need. Just intelligent integration, automation and orchestration through our easy to use visual platform.

Sample Automation Use Cases

Alert Management
Extend your alert management capabilities by integrating with notification services like WhatsApp, MS Exchange, Twilio, Slack, and more. Get real-time alerts and notifications directly in the preferred communication channels, and respond quickly to critical system incidents.

CMDB Population
Transfer the devices in Network, Server, Application monitoring software to a central CMDB. Gain an up-to-date central inventory database on your ITSM tool at all times.
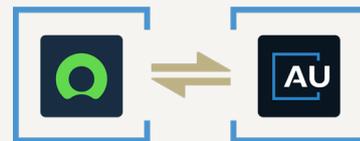
WhatsApp Chatbot
Create a request by accessing the Service Catalogue, and incidents ticket, when a service is down. Check the status of the ticket users have opened before. Communicate via ready-made templates and content such as pictures and videos.

User Onboarding
Streamline the process of creating and updating users in ServiceNow. Sync users with Active Directory, SAP, and other platforms for a seamless onboarding experience and improved efficiency.
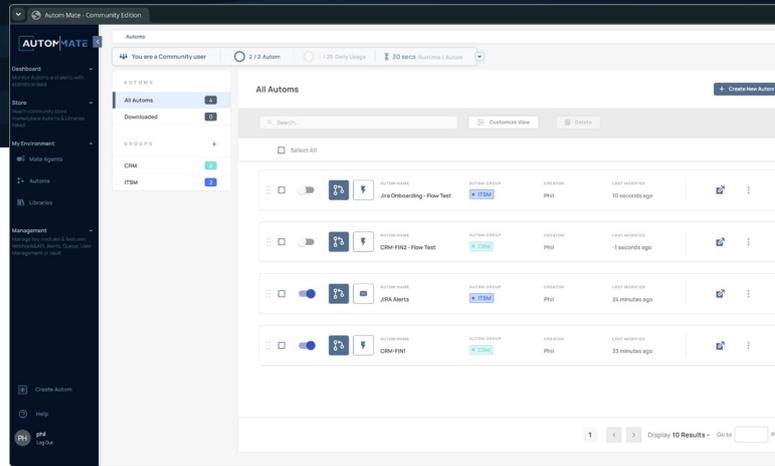
User Password Reset via WhatsApp
Reset passwords with ease using Autom Mate's user password reset integration via WhatsApp. Verify your identity through OTP or biometric authentication for secure access to your account and an enhanced user experience.

Autonomously resolve Level 0-1 support issues with Agent Composer

Transform your IT service experience with Autom Mate's AI Agent Composer, designed to seamlessly integrate with ServiceNow and automate level 0-1 support issues. Using an intuitive visual builder, organizations can create AI agents that understand knowledge, triage incidents, automate repetitive tasks, and communicate with users via Teams, and WhatsApp.

autommate.com

Deliver True Zero-Touch Service Across Your Business

Autom Mate is the automation and integration platform you have been looking for! Scale your workflows seamlessly across different systems with minimal effort and predictable cost.

Take control of your automation with our always simple, fast, and cost-effective platform

Most tools lock you into rigid workflows and pre-built AI agents. At Autom Mate, we do things differently. Our platform gives you full control, so IT and business teams can work the way they want, not the way the tool dictates.

✅ Instantly integrate and automate tools like Jira, ServiceNow, Microsoft Teams, WhatsApp, and more!

✅ Plug and play solutions designed to optimize your workflows—whether you're automating ticketing, incidents, or requests.

✅ Save valuable time and effort, and get your IT, Customer and Business Operations systems running seamlessly in no time!
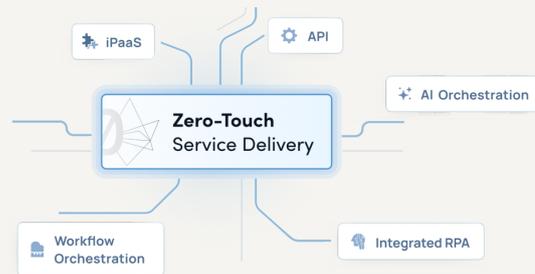
Think outside the software box!

Autom Mate Enterprise Edition is a full stack, zero-touch platform for better service delivery.

All tools and services connected: ITSM, CRM, HR, comms and user management working as one and maximising automation opportunities

Powerful hyperflow capabilities: combine apps, services, data sources and agents in a single flow – all without transactional cost

Create specialist AI agents that you define and control: secure and with guardrails – Agentic the way it should be!

Deliver dramatic savings across your service delivery portfolio: remove manual process, automate customer interaction and achieve a multitude of zero touch opportunities.

- iPaaS
- API
- AI Orchestration
- **Zero-Touch Service Delivery**
- Workflow Orchestration
- Integrated RPA

Trusted by IT Pros to deliver end-to-end automation

Autom Mate provides stable and secure Hyperflow technology by combining iPaaS, RPA, BPA and Agentic AI

DAMAC · OTC OFFSHORE TECHNOLOGY CENTER · Koç · SUZUKI · MITSUBISHI · vodafone · Pick n Pay · Shell · HDI · müller

Community Edition
Enterprise-Grade Automation is now available for FREE!

Enterprise Edition
Powerful, secure and scalable Hyperflows + AI Agents = Zero Touch Service Delivery

MSP Edition
Automation at scale for MSPs, combining Hyperflows, AI Agents and Mutli-Tenancy

Agent Composer
Compose & orchestrate AI Agents across your entire IT stack

Ready to Get Started?

If you would like a full demo of our Enterprise product and Agent Composer please scan the QR code. You can also email us at sales@autommate.com. We look forward to meeting you!

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