



Technical Overview

Upland Cimpl integrated with ServiceNow

Upland Cimpl technology expense management (TEM) software captures every component of your telecom, mobility, and cloud services in one consolidated system.

Cimpl software ingests invoices and contracts, and validates billing to uncover errors and reduce your communications costs.

Seamless integration between Cimpl TEM software and ServiceNow can be configured using the Cimpl API. The integration helps centralize and standardize telecom service requests using ServiceNow workflows. It leverages the Cimpl product catalog and work order processes to automate order processing and integrate with your telecom providers, while keeping users updated on the status of their order in ServiceNow.



Seamless integration

Customers typically use the automated Cimpl-ServiceNow workflow to order wireless devices and services, but it can be used to order any type of service. Here are some of the actions that can be performed across systems:

- Leverage an API to collect data submitted from ServiceNow's "New Device & Service Plan" form
- Auto-create Cimpl work orders after the submission of ServiceNow requests
- Send updated Cimpl work orders to ServiceNow to update the ServiceNow tasks

KEY BENEFITS

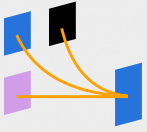
- Enhanced inventory accuracy
- Automated change management
- Increased cost visibility
- Modernized workflows
- Communication points with third party platforms

SYSTEM REQUIREMENTS

- Cimpl must be deployed

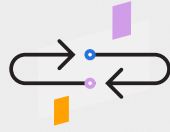


Three main ServiceNow-Cimpl integrated workflows



Inventory integration

This workflow feeds information (via JSON APIs) on service requests sent through ServiceNow to Cimpl. Once captured, the information triggers Cimpl's process automation for ordering new services.



Service requests

This workflow handles Day 2 activities. After the user requests a service change, the Cimpl platform makes a data call to ServiceNow, whose predefined workflows then fulfill the request. Once the request is completed, ServiceNow confirms any changes in Cimpl's database using the inventory integration.



Supporting data requests

Through the API, ServiceNow users can access Cimpl data, including available rate plans from service providers or employee information.

How it works

Users in any department with access to ServiceNow can submit requests to Cimpl through the ServiceNow interface. The integration increases data accuracy and completeness by passing key service information between Cimpl and ServiceNow. For example, a ServiceNow workflow may query Cimpl to determine whether the user already has an iPhone before allowing them to continue with the request.



Upland Software (Nasdaq: UPLD) is a leader in cloud-based tools for digital transformation. The Upland Cloud enables thousands of organizations to engage with customers on key digital channels, optimize sales team performance, manage project and IT costs, and automate critical document workflows. Learn more at uplandsoftware.com/cimpl

