

Replicon Connector for ServiceNow

The best of incident management and project time tracking in one complete solution.



Key Capabilities

- ▶ Auto-create incidents as projects in Replicon
- ▶ Easy categorization of similar incidents in Replicon
- ▶ Easy time entry and approvals
- ▶ Turnkey, pre-built, nothing to install

The challenges of tracking project time

Many organizations leverage the ServiceNow solution for incident management to capture incidents, prioritize them, assign them to the right support teams and manage the associated SLAs to drive service improvement across the enterprise.

With so many incidents, it is difficult to manage time spent on these incidents and gain visibility into utilization and costs of support staff. This is exacerbated by the fact that employees lack an easy way to enter daily time spent on these incidents. Organizations would greatly benefit if they had access to a fast, automated system that could capture and record all time spent, and enable more reliable and accurate tracking of incidents as they progress.

ServiceNow and Replicon join forces to deliver a superior project time tracking experience

With Replicon Connector for ServiceNow, IT organizations can gain from the best that Replicon and ServiceNow have to offer — they can take advantage of ServiceNow's incident management capabilities while also relying on Replicon's ability to track project execution and accurately capture employee time.

Replicon Connector for ServiceNow is a powerful integration that empowers organizations to:

▶ Streamline project execution

With seamless syncing from ServiceNow to Replicon, support staff can eliminate time-consuming manual and double data entry while also reducing errors.

▶ Accurately capture support staff time spent on incidents

With Replicon's leading time tracking platform and easy-to-use interface, it's a snap for employees to enter project time, and simple for managers to approve timesheets and ensure accuracy — even from mobile devices.

▶ Access real-time project progress

ServiceNow users can access detailed project status information from Replicon in real time, and can report on actual-versus-estimated time and cost data for more informed decision making.

▶ Analyze where the support staff spend their time

Organizations can get complete visibility into where the support teams are spending their time, which business units and categories of incidents this time is spent on. This data can be used to manage support resources better and also improve service delivery.

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About Replicon

Replicon, the Time Intelligence™ company, has over 20 years of industry leadership and is pioneering a new approach to time management. Time Intelligence elevates time as a strategic asset within an organization, to improve operational productivity, performance, and profitability.

Replicon's Time Intelligence Platform offers solutions for global time and gross pay compliance, enterprise time management for ERP, professional services automation, and an SDK for continued development - expanding the company's award-winning portfolio of cloud-based products, including complete solution sets for client billing, project costing, and time and attendance.

Replicon supports thousands of customers across 70 countries, with over 400 employees around the globe including the United States, Canada, India, Australia, and the United Kingdom.

Key integration capabilities

The Replicon Connector for ServiceNow provides a seamless integration that combines the best of incident management with project time tracking for a more complete solution.

▶ Auto-create incidents as projects in Replicon

Integration can automatically sync project and assigned user data from ServiceNow to Replicon for immediate time entry.

▶ Easy categorization of similar incidents in Replicon

Using category and sub-category information, similar incident types can be grouped together as programs in Replicon which helps in better visibility and analysis.

▶ Easy time entry and approvals

Combine time entry and approval of project data in Replicon tagged to relevant incident data from ServiceNow—all in a single location.

▶ Turnkey, pre-built, nothing to install

Web-based Replicon Connector for ServiceNow is pre-built and easy to implement for fast time-to-value.

The screenshot shows the ServiceNow interface with an incident record (INC0010124) and the Replicon connector interface. The Replicon interface displays a timesheet for the period Dec 7, 2014 - Dec 13, 2014. The timesheet has columns for Date, Client-Project-Task, Activity, Duration, and Comment. The timesheet shows time entries for 'No Client - Antivirus install & scan(INC0010124)' and 'Time Off'.

Date	Client-Project-Task	Activity	Duration	Comment
Dec 9, 2014	No Client - Antivirus install & scan(INC0010124)	Testing	0:00	Install
Dec 12, 2014	No Client - Antivirus install & scan(INC0010124)	Testing	0:00	Reinstall
Dec 13, 2014	Time Off			

The Replicon and ServiceNow integration gives support users seamless access to record time against the incidents they are working on as projects in Replicon.