

SnowMirror | Hovedstaden Region Denmark

Case Study

ODBC/SSIS Solution - Add new table (10-20 hrs work)



SnowMirror - Add new table (30 seconds work)



Introduction

ServiceNow is one of the most important operational applications in Region Hovedstaden's CIMT Service Desk Operations, and receive approximately 1000 cases a day in the system. ServiceNow generates large amounts of highly valuable data, and the availability of operational data for reporting purposes is a contributing factor to the system's return on investment.

ServiceNow data is a central part of the Executive board / Running Target Control and assists in the provision of a wide range of existing and planned operational metrics and KPIs. ServiceNow data is used for a variety of reporting purposes across the organization, and supports everything from daily operational list reports to highly complex aggregated management reports.

SnowMirror plays a central role in building the reporting environments that are required, to be able to meet the organization's focus on data-driven management.

The savings that are achieved are large, have impact on many levels and our immediate point is that they exceed the cost considerably.

IT Challenge

ServiceNow is a cloud solution, which means that web application and database is stored in the ServiceNow data center. ServiceNow's policy is that customers do not get direct "raw" table access, but access their data through various protocols and architectures such as ODBC, REST or Soap.

The Solution: SnowMirror

In order to meet the lack of flexibility in the data export from ServiceNow, the data synchronization tool called SnowMirror has been introduced. The application's function is simple but effective.

The application acts as an intelligent incremental data loader that loads data from ServiceNow into small segments for best performance, and handles all synchronization and delta logic. Data is stored in a local MSSQL database. The system's advanced logic and optimized SOAP calls overcome many of the limitations inherent in the ODBC data interface, and to a degree which will not be profitable to try to achieve in custom built ETL process.

The interface is simple, you install the server up, choose the tables you want synchronized, and the system creates and synchronizes them.

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Benefits of SnowMirror

Cost - the savings that can be achieved through the implementation of this product are significant.

The product completely eliminates the need to build and maintain an ETL process to retrieve data from ServiceNow for reporting purposes. There is no longer need to research the ServiceNow's interface for finding tables and field names, no need to write SQL to retrieve data and no need to manually create target tables. No SSIS packages, no delta load mechanisms - all handled by the system fully automatically.

Users of the system will experience much greater flexibility in the delivery of data.

First, the ETL process the data warehouse runs from is much less vulnerable as there is no longer need for using ODBC drivers and custom staging solutions - the role is taken over completely by SnowMirror. This means better data quality and improved stability of solutions delivered to the Executive Boards and other stakeholders.

Before the introduction of SnowMirror, most users would export limited datasets directly from the ServiceNow UI for reporting purposes, but are now able to access a local, highly responsive, regularly synchronized 1:1 copy of the ServiceNow database instead