

EfficientIP and ServiceNow Integration

Streamline Workflows

Executive Summary

The new EfficientIP and ServiceNow integration between EfficientIP's SOLIDserver DDI and ServiceNow's ITSM Flow Designer enables the seamless use of IPAM data when designing ServiceNow business workflows. Using the EfficientIP SOLIDserver Spoke, ITOps teams can automate processes easily for change management, troubleshooting and incident resolution, and service delivery.

The Challenge

Organizations today face increasing IT complexity due to rapid cloud adoption, hybrid multicloud infrastructures, and growing demands for speed and efficiency. To address these challenges, many are increasingly utilizing IT Service Management (ITSM) solutions to initiate and track internal service requests for change management, troubleshooting and incident handling, or service delivery. However, without integration with key infrastructure tools like DDI (DNS, DHCP, IPAM), these workflows lack access to critical, real-time network data—leading to manual interventions, delays, configuration errors, and poor visibility. This disconnect undermines the very efficiency and reliability the ITSM platform is meant to deliver.

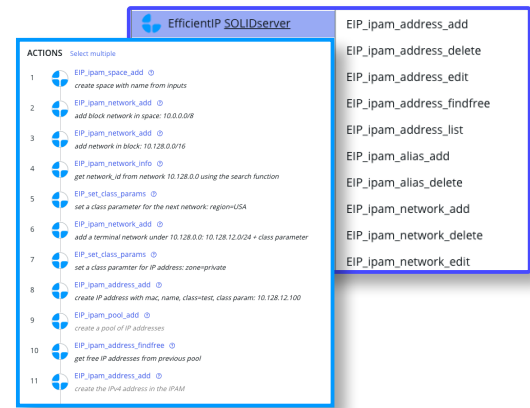
Solution Overview

ServiceNow ITSM platform now integrates Flow Designer, a built-in workflow design tool that lets ITOps teams automate business processes without the need of complex code by exposing a library of reusable flows, subflows, and actions. Using these components, users can design and build new flows that consist of a composite set of actions and subflows, and streamline business workflows to reduce repetitive tasks and eliminate errors.

IP Address Management (IPAM) is a critical component of any IT service automation workflow. By integrating ServiceNow ITSM with EfficientIP's IPAM - part of SOLIDserver DDI solution - organizations can increase efficiency. Leveraging SOLIDserver REST APIs, this integration allows IT teams to seamlessly incorporate IPAM data into their ITSM workflows, ensuring that network changes are context-aware and automated. From self-service provisioning of network resources to service change automation, this approach streamlines change management and drives greater network agility.

Solution Use Cases

By using the EfficientIP SOLIDserver Spoke from within Flow Designer, NetOps and ITOps teams can access a catalog of actions that can be used to design new and reusable flows or subflows to build digital workflows and automate processes in a no-code design environment.



They can easily create flows and subflows by browsing and adding actions from the EfficientIP SOLIDserver Spoke list and prompting users for input, such as an IP space name. Testing functionality is available natively from the ServiceNow Flow Design for increased efficiency.

The set of available actions that are exposed to ServiceNow activities are organized to facilitate the construction of the service catalog that will be either accessible to end users or used in elaborate workflows.



The set of actions included as part of the EfficientIP SOLIDserver Spoke covers the following set of functions including but not limited to:

		Add	Delete	Edit	Info	List	Find Free
General	Class Param	✓					
IPAM	Space	✓	✓	✓		✓	
	Network	✓	✓	✓	✓	✓	✓
	Pool	✓	✓	✓	✓	✓	
	Address	✓	✓	✓		✓	✓
	Alias	✓	✓				
General	Class Param	✓					

Example use cases include allocating an IP address after having found a free one or adding specific metadata or class such as location, cost center, zone...

Combining these actions streamlines business workflows and automates key processes for service, application, and infrastructure deployment, as well as network and device provisioning. It also ensures that IPAM data remains synchronized, maintaining a Network Source of Truth (NSoT).

Solution Benefits



Improve operational efficiency

by streamlining workflows and reducing human error



Simplify IP resource management

across distributed networks



Accelerate service rollouts

with automated provisioning and change management



Enforce corporate policies

to ensure consistency, compliance, and governance



Maintain NSoT

with accurate, up-to-date network data and configurations



Enhance user experience

with pre-built flows and subflows

By integrating EfficientIP's SOLIDserver DDI with ServiceNow ITSM, organizations can seamlessly incorporate IPAM data into their workflows, increasing automation and network agility. The extensive library of pre-built actions in the SOLIDserver Spoke enables ITOps teams to streamline processes, reduce repetitive tasks and maintain full control over IP assets. As IT environments become more complex, this integration provides a scalable and efficient solution to address new business needs and accelerate digital transformation while connecting the IT ecosystem for a more integrated infrastructure.



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As one of the world's fastest growing DDI vendors, EfficientIP helps organizations drive business efficiency through agile, secure and reliable network infrastructures. Our unified management framework for DNS-DHCP-IPAM (DDI) and network configurations ensures end-to-end visibility, consistency control and advanced automation. Additionally, our unique 360° DNS security solution protects data confidentiality and application access from anywhere at any time. Companies rely on us to help control the risks and reduce the complexity of challenges they face with modern key IT initiatives such as cloud applications, virtualization, and mobility. Institutions across a variety of industries and government sectors worldwide rely on our offerings to assure business continuity, reduce operating costs and increase the management efficiency of their network and security teams.

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