

erm4sn

Entity Relationship Model for ServiceNow

Eliminate complexity
Improve efficiency



The leading visualization tool for ServiceNow

erm4sn

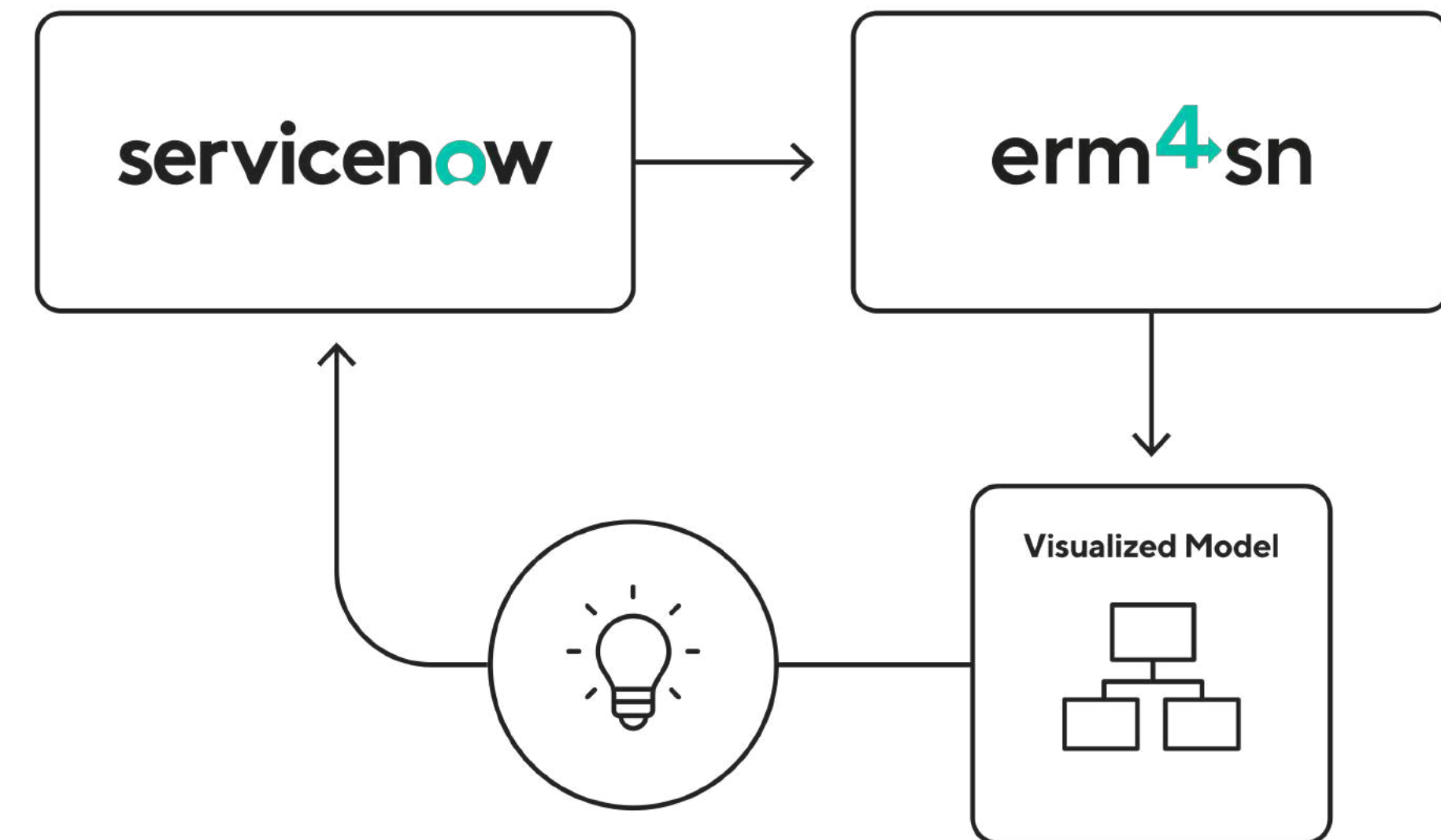
Get to know erm4sn

erm4sn takes your company's raw data from ServiceNow and offers you a clear-cut visual overview of your data model in a browsable format.

This puts you in the driver's seat, allowing you to integrate, develop and manage your data yourself without having to send a ticket your ServiceNow department every time you need information.

Plus, erm4sn's easy-to-use visual comparison features save you time by letting you pinpoint issues and make the right changes quickly and efficiently.

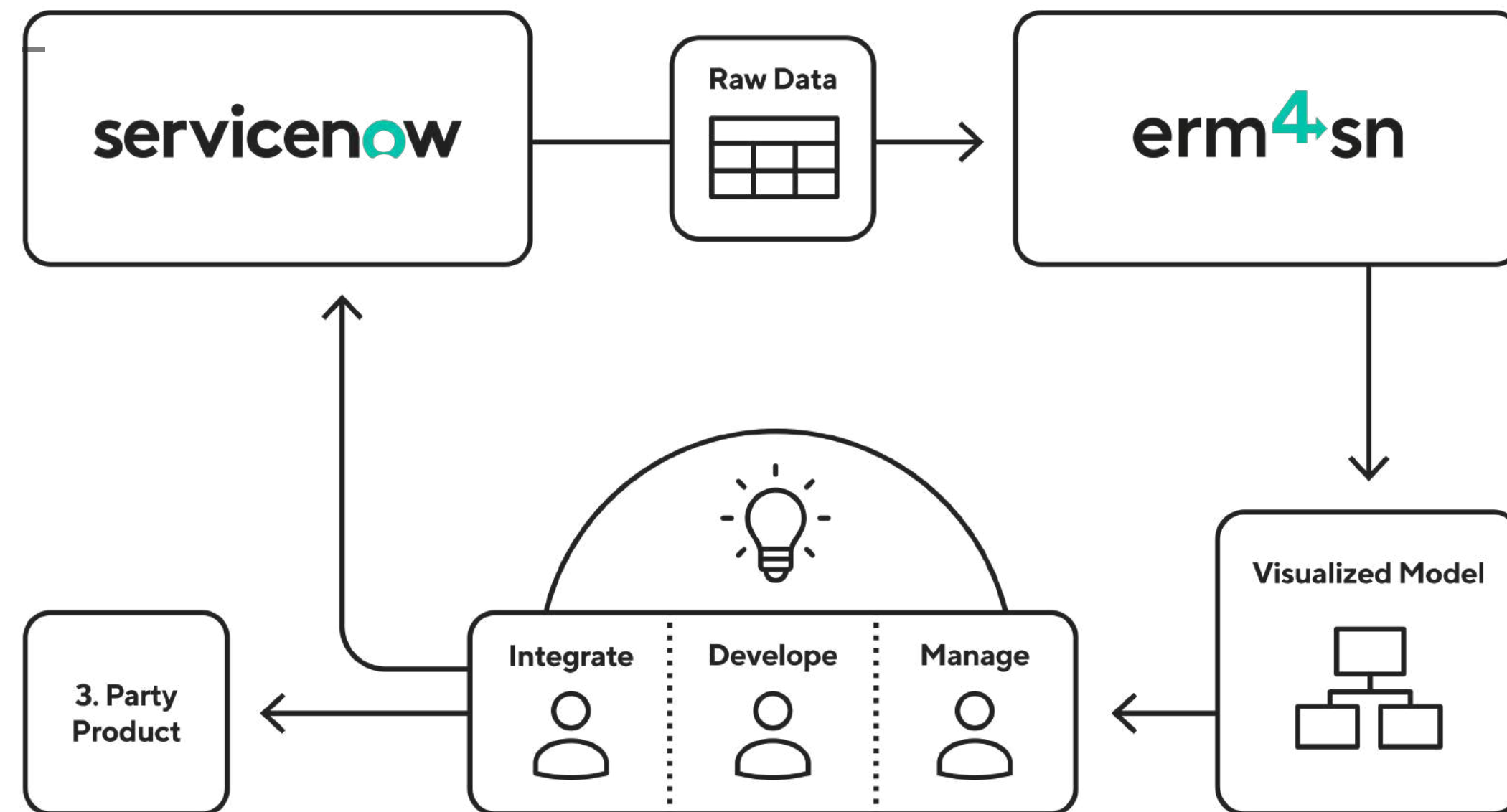
So, you can stop wasting time and start working smarter with ServiceNow.



How it works

Enhance efficiency with erm4sn

erm4sn



erm4sn is the easy, effective way for you to view and analyze your ServiceNow data model.

Our application connects with your ServiceNow instances to provide you with a clear visual overview, so you can work smarter and more efficiently.

Browse the data model, compare changes and pinpoint compatibility issues: with erm4sn, you can get the most out of ServiceNow.

Use Case :

Data Integration

Requirement

Data Integration with external reporting application

Challenges

- **Where is the data located inside of ServiceNow?**
- **Which tables need to be integrated?**

Solutions with erm4sn

- erm4sn makes it easy to explore the ServiceNow schema, determine tables, attributes and relationships
- ServiceNow and external teams have access to all relevant information without the need of admin permissions

Use Case : Data Integration

Estimated
per
analyses
time saved:
2 hours

The screenshot displays the 'erm4sn' web interface. The main content area shows a 'Derivation Hierarchy' for the class 'cmdb_ci_linux_server'. The hierarchy is as follows:

- cmdb («Base Configuration Item»)
 - cmdb_ci («Configuration Item»)
 - cmdb_ci_hardware («Hardware»)
 - cmdb_ci_computer («Computer»)
 - cmdb_ci_server («Server»)
 - cmdb_ci_linux_server («Linux Server»)
 - cmdb_ci_linux_server («Linux Server»)
 - cmdb_ci_linux_server («Linux Server»)
 - cmdb_ci_linux_server («Linux Server»)

Below the hierarchy, the 'Subclasses' section indicates 'No Subclasses'. The 'Siblings' section lists various other classes such as 'cmdb_ci_backup_server', 'cmdb_ci_cim_server', etc.

The 'Table Details' section at the bottom provides the following information:

Name: cmdb_ci_linux_server	Created On: 2018.12.04 18:47:45	Updated On: 2018.12.04 18:47:45	Column Updated On: 2022.10.15 13:35:14	Scope: global	Listing: open
Label: Linux Server (en)	Created By: system	Updated By: system	Column Updated By: system	Scope Name: Global	Dictionary: open

The right-hand sidebar shows a list of 'CMDB CI Class Models (sn_cmdb_ci_class)' including 'cmdb_ci_cluster (Cluster)', 'cmdb_ci_cloud_org (Cloud Organizations)', 'cmdb_ci_cloud_host (Cloud Host)', and many others.

Use Case :

Analyze the schema

Requirement

Gain insight into ServiceNow's internal data structure

Challenges

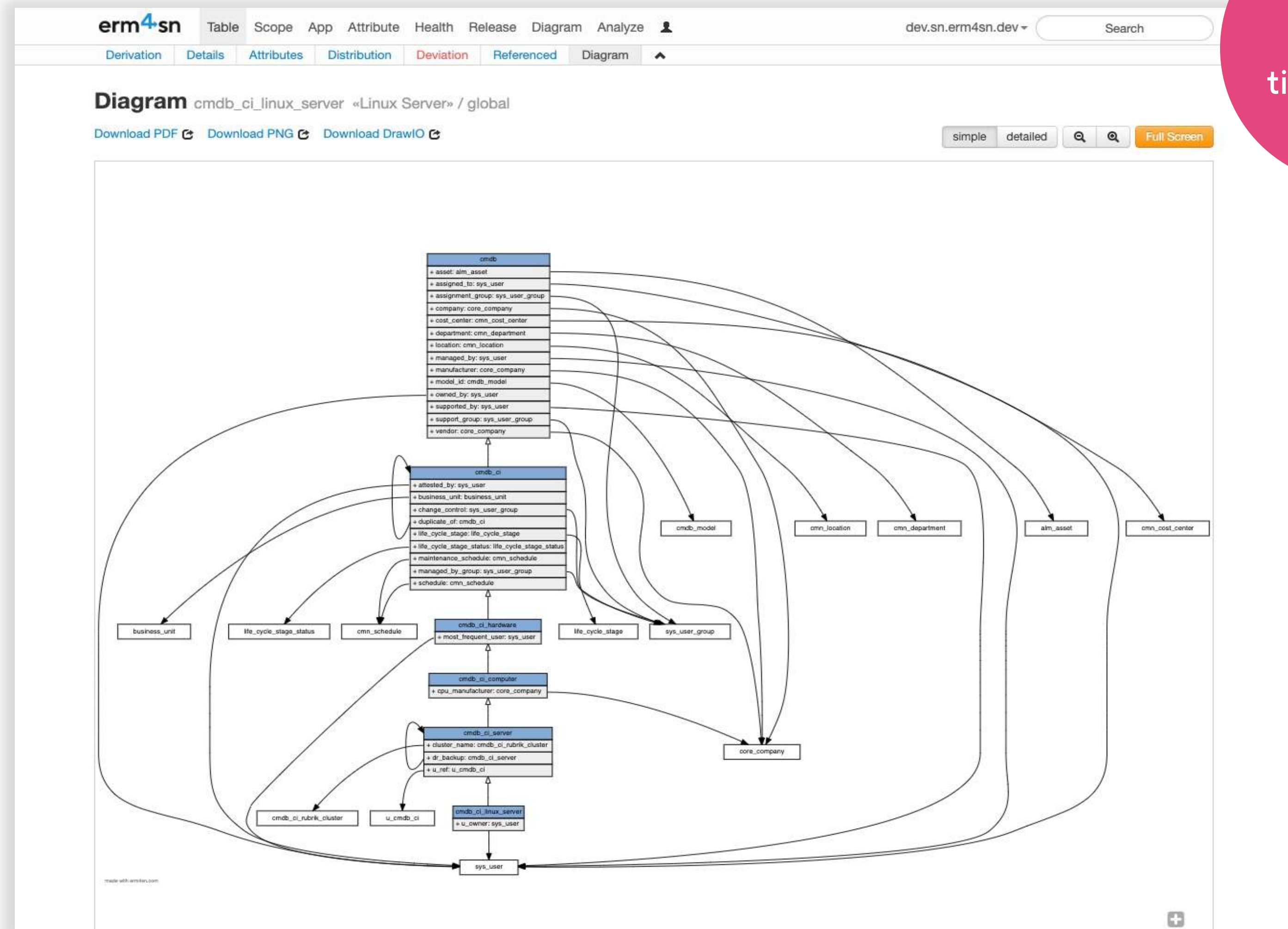
- **What tables, attributes, relationships are relevant?**
- **How are tables related and correctly joined?**

Solutions with erm4sn

- The erm4sn hierarchical table feature offers you a clearly structured overview of your data in an easy-to-use, browsable format.
- Design and plan changes in professional tools like Enterprise Architect or DrawIO

Use Case : Analyze the schema

Estimated
per
analyses
time saved:
4 hours



Use Case :

Platform upgrade

Requirement

Estimate the business impact of a platform upgrade

Challenges

- **What data model changes have an impact on the existing business processes?**
- **What are the estimated costs to align 3rd party applications with the new ServiceNow release?**

Solutions with erm4sn

- erm4sn's Instance Comparison feature allows you to compare and report the data models differences across multiple versions of ServiceNow within seconds.
- The Release feature gives detailed insights of data model modifications over time and shows who changed what and when..

Use Case : Platform upgrade

Estimated per analyses time saved: 10 hours

erm4sn Table Scope App Attribute Health Release Diagram Analyze prod.sn.erm4sn.dev

Compare Schemas Type Consistency Attribute Consistency References

Compare Schemas

Compare Schema **prod.sn.erm4sn.dev (200)** with:

dev.sn.erm4sn.dev Based on: Attributes Tables Columns Run

		prod.sn.erm4sn.dev (200)								dev.sn.erm4sn.dev (100)							
Table	Column	Type	Length	M	D	A	C	U	Ref	Type	Length	M	D	A	C	U	Ref
ais_ingest_tabl...	table	string	80	1	1	1	0	0		string	40	1	1	1	0	0	
alm_asset	life_cycle_stage	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
alm_asset	life_cycle_stage...	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
alm_template_t...	sys_class_name	sys_c...	80	0	0	1	3	0		sys_c...	80	0	0	1	0	0	
appsec_hardeni...	harc_requirement	integer	40	0	0	1	3	0		choice	40	0	0	1	3	0	
asset_property	value	string	4000	0	0	1	0	0		string	40	0	0	1	0	0	
ast_contract	life_cycle_stage	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
ast_contract	life_cycle_stage...	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
ast_contract	number	string	40	0	0	1	0	0		string	40	0	1	1	0	0	
ast_contract	payment_sched...	string	40	0	0	1	3	0		choice	40	0	0	1	3	0	
ast_contract	vendor_contract	string	40	1	1	1	0	0		string	40	0	0	1	0	0	
auth_key_verifi...	sys_class_name	sys_c...	255	0	0	1	3	0		sys_c...	255	0	0	1	0	0	
clm_m2m_cont...	asset	refere...	32	1	1	1	0	0	alm_a...	refere...	32	1	0	1	0	0	alm_a...
clone_instance	clone_request_...	string	9000	0	0	1	0	0		string	50000	0	0	1	0	0	
cmdb_ci	life_cycle_stage	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
cmdb_ci	life_cycle_stage...	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
cmdb_ci_qtree	qtree_quota_limit	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_service	service_classifi...	string	40	0	0	1	1	0		string	40	0	0	1	3	0	
cmdb_ci_stora...	fractional_reserve	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_stora...	max_autosize_...	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_stora...	snapshot_reser...	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_stora...	target_free_space	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_vm_o...	server	refere...	32	0	0	1	0	0	cmdb...	refere...	32	0	0	1	0	0	cmdb...
cmdb_identifier...	attributes	field_list	512	1	1	1	0	0		field_list	512	1	0	1	0	0	
cmdb_metadat...	rel_type	refere...	32	0	1	1	0	0	cmdb...	refere...	32	0	0	1	0	0	cmdb...
cmdb_model	cost	price	15	0	0	1	0	0		price	20	0	0	1	0	0	

source: demo.erm4sn.com

Features for all needs

Understand ServiceNow

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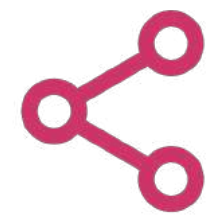
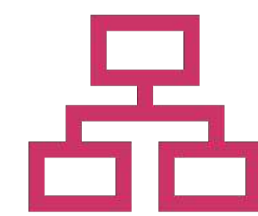


Table structure, inheritance and relationships



Application structure



UML Entity Relationship Diagrams



Table distribution



Column deviation



Table column change history



Platform upgrade



Consistency check



Instance comparison



Schema Health



Release comparison



Excel download

What our customers say

Meet the users



I am amazed by the amount of time my team can save with erm4sn.

What used to take days, now only takes minutes. It pulls all the complex and hidden information from the depths of ServiceNow and puts it into an easily readable and understandable form.

Henry Grimm
Product Owner
Swiss Re



erm4sn is an important companion in our work at Swisscom with ServiceNow. There is no faster way, to get an in-depth picture of how ServiceNow works and how the dots are connected. And the instance comparison feature is outstanding!

Richard Scheller
Senior Software Architect
Swisscom



Start your trial

Get started with erm4sn

erm4sn

Do you want to visualize your own
ServiceNow data?

Evaluate erm4sn professional for 30 days and experience how erm4sn can help you save time and increase efficiency.

<https://www.erm4sn.com/try-it/>

Test erm4sn right away!

Use erm4sn free of charge based on standard PDI instances at any time!

<https://demo.erm4sn.com/>

Distributed by Bosshard & Partner



We have teamed up with Bosshard & Partner, an IT recruitment agency based in Switzerland with more than 25 years of experience in the industry.

We chose to partner with B&P because, at erm4sn, we know how important trust is to a successful working relationship.

erm4sn is proud to count on B&P as its distribution partner for its Swiss-made software.

But that's not all: with Bosshard & Partner, erm4sn also gains access to B&P's roster of expert IT specialists for installing and operating erm4sn, as well as for product training. With its extensive network of IT professionals, ServiceNow specialists and partners across Germany, Austria and Switzerland, B&P is the perfect partner for erm4sn.

Together, we look forward to helping ensure your future success.

An experienced IT team



Boris Moers

CEO and
Founder erm4sn

- Extensive experience in ServiceNow development since 2009
- Over 24 years of in-depth software development expertise



Hanspeter Himmel

Distribution Partner and
CEO Bosshard & Partner

- Managing Director and owner of Bosshard & Partner for over 11 years
- operating in the banking and insurance sector for 25 years



Udo Jäger

Product Ambassador and
Business Solution Architect

- 35 years of IT experience in the areas of sales consulting and -leadership
- Passionate about the profession and the joy of success with our customers

erm4sn

Thank You

www.erm4sn.com