

FLOW + SERVICENOW

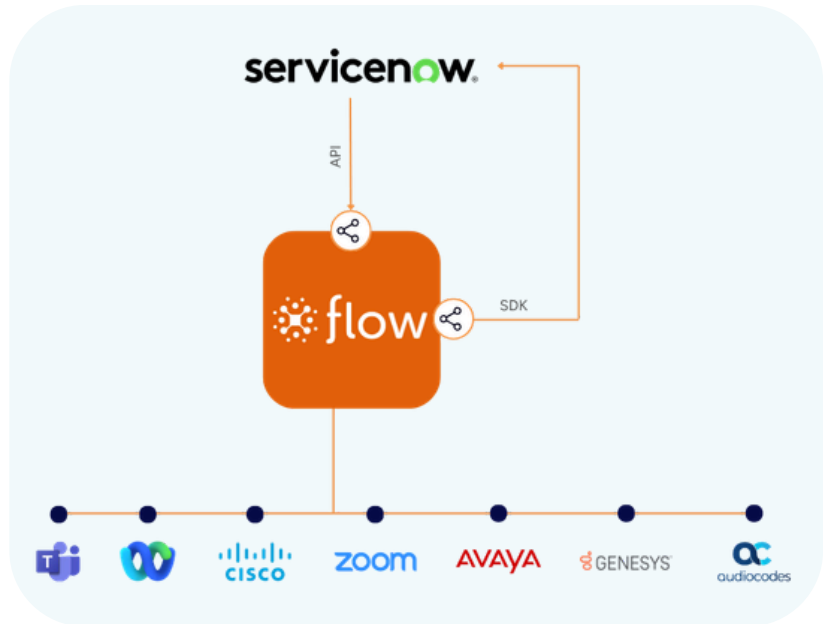
Close the last mile of employee lifecycle automation.

ServiceNow drives enterprise workflows across IT and HR, but it can't complete the UC&C actions required to fulfill them. Onboarding, role changes, and offboarding requests stall when communication access still depends on manual work.

ServiceNow orchestrates. Flow executes.

ServiceNow triggers the workflow. Flow automatically provisions users, assigns numbers, configures routing, and more across Teams, Webex, Zoom, and 20+ platforms.

Every change Flow makes gets logged in both systems. ServiceNow tracks the request and approval. Flow records what was provisioned, when, and by whom. Full visibility, complete audit trail.



Deliver UC&C services faster, consistently, and securely.



COMPLETE HIRE-TO-RETIRE

Employees get UC&C access on day one. Role changes and offboarding happen instantly—no manual handoffs between HR and IT.



FASTER ISSUE RESOLUTION

Reduce MTTR for UC&C tickets from days to minutes. L1 helpdesk completes requests without escalation.



EXPAND AUTOMATION COVERAGE

Automate workflows previously stuck in manual fulfillment—across platforms ServiceNow cannot natively manage.



STRENGTHEN GOVERNANCE & SECURITY

Standardized, auditable processes across all regions. Full visibility into every UC&C change with rollback capability.

Ready to streamline your employee lifecycle workflows?

Reach out for a customized Flow + ServiceNow demo: contact-us@kurmi-software.com

Automate UC&C services through onboarding, offboarding, and everything in between.

Ensure day one readiness.

Flow provisions UC&C access, assigns phone numbers, and configures routing—triggered when HR workflows kick off in ServiceNow.

Keep access in sync as people move.

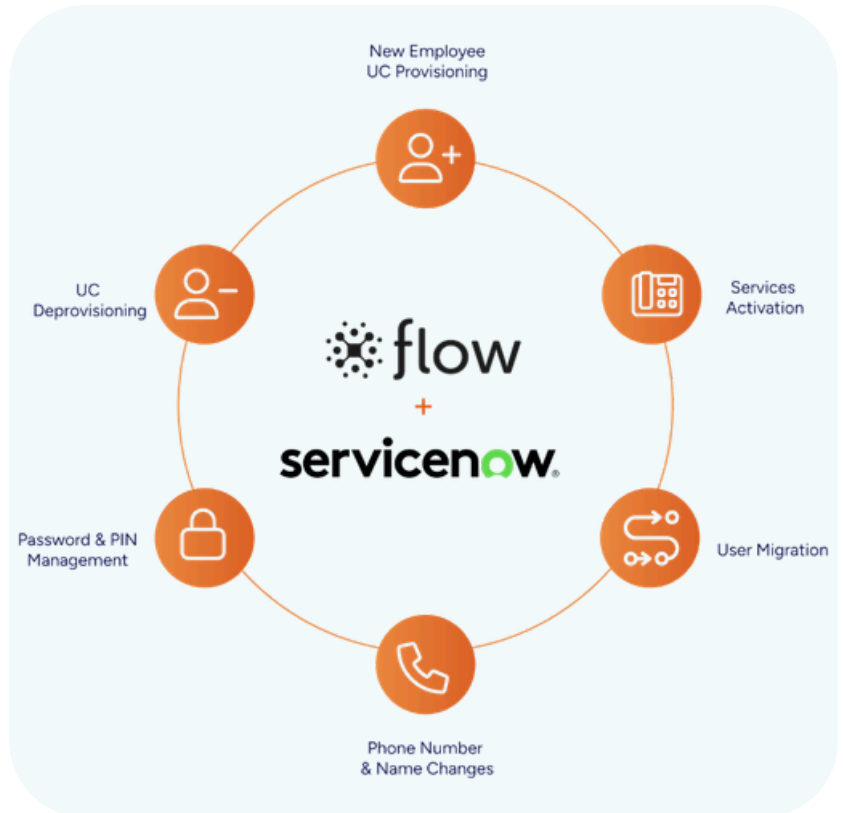
Flow updates licenses, policies, queues, and permissions the moment ServiceNow registers a transition.

Lock services down when people leave.

Flow removes access, releases phone numbers, and cleans up profiles so you know the exit was secure.

Solve what's unique to your business.

Automate relocations, temporary access for contractors, and new UC&C service rollout. Whatever your team needs.



Flow works with your ServiceNow workflows—however you run them.

Our certified ServiceNow applications, available in the ServiceNow Store, handle the most common use cases. Or, your team can leverage Flow's REST API to build your own integration.

Service Catalog

Create users, activate voice, update numbers, and more from the ServiceNow interface you already use.

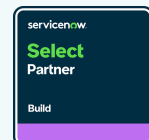
AI Agent

Chat with AI agents (via ServiceNow or Moveworks) to make onboarding and lifecycle changes happen.

Custom Dev

Use the Flow REST API to create automations for your specific business processes and UC&C ecosystem.

As a ServiceNow Select Build Partner, Kurmi is committed to delivering authorized applications up to date with the latest ServiceNow version.



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