SnowMirror Replica

Replicate your ServiceNow™ data for use in reports and business intelligence.

Main benefits

Off-load reporting and business intelligence

SnowMirror Replica makes it easy to integrate ServiceNow data in reports on your own infrastructure. Connect your own reporting platforms and BI tools like Tableau, PowerBI, Cognos, Microsoft Reporting Services or SAP Business Objects to ServiceNow.

Multiple options for storing and working with your ServiceNow data

Store your ServiceNow data in on-premise databases like MySQL, MS SQL, PostgreSQL, or Oracle, in data lakes such as Snowflake, Redshift or Synapse, in cloud databases like Azure SQL or Amazon RDS for SQL Server. You can even store CSV data in Amazon S3 or Azure Storage.

Compliance

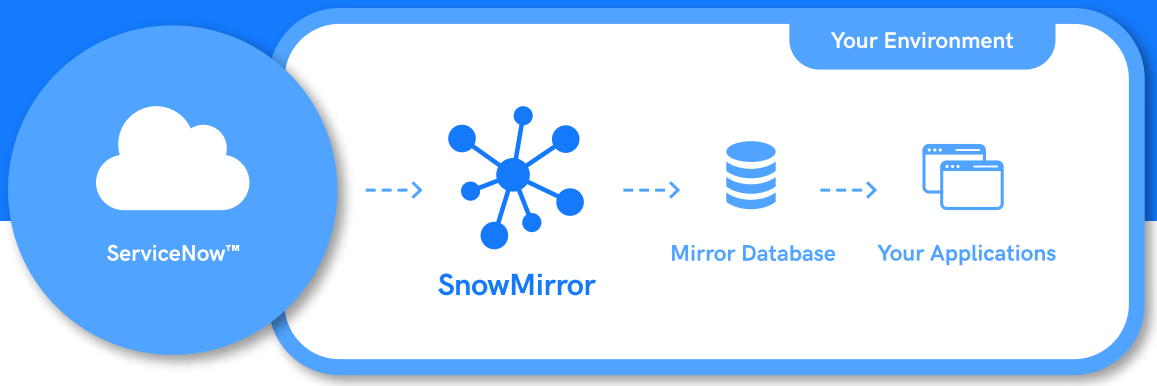
Ensure that your data complies correctly with local regulations. Store certain parts of the data in servers that you designate, keep data for the required amount of time, and maintain the data according to individual countries' requirements.

Simplify integrations

Leverage the mirror database to connect read-only integrations, integrate applications with a database on a local network, and improve integration architecture.

Disaster recovery

You'll have peace of mind knowing that there's a copy of your mission-critical data stored on a local server, with guaranteed access even if your internet or application service provider is not available.



SnowMirror Replica offers a smarter way to access your ServiceNow data! Data is loaded from a ServiceNow instance and stored in a relational database such as Oracle or Microsoft SQL Server installed in a local environment, or in your own cloud using servers such as Amazon AWS or Microsoft Azure SQL Server, in cloud data lakes such as Snowflake or Redshift, or even in storage such as Microsoft Azure Storage or Amazon S3.

High performance, low ServiceNow load. ServiceNow customers process millions of records every day. SnowMirror was designed by ServiceNow experts with a focus on performance, and it has specific features no other tool can match. On the ServiceNow side, the footprint is very low, SnowMirror has no or very low impact on the ServiceNow instance performance, and is much smaller than live reporting or any live integration directly to ServiceNow.

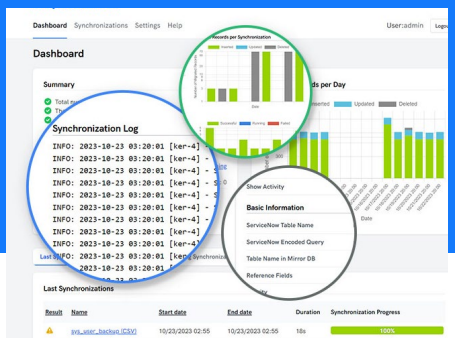
Of all ServiceNow customers, 7 out of 10 need to work with their ServiceNow data outside of the cloud. About 80% of SnowMirror customers use their mirror database for reporting and analysis, using popular tools like Tableau, PowerBI, SAP Business Intelligence, Cognos, and many more.

snowmirror by guidevision

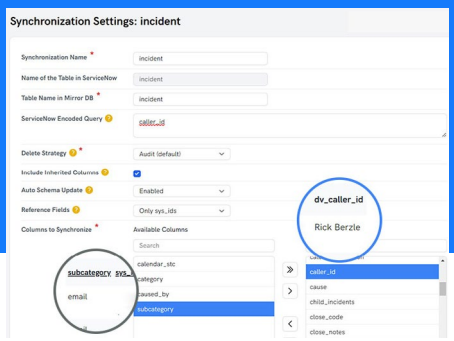
servicenow Bronze Technology Partner

now Certified App

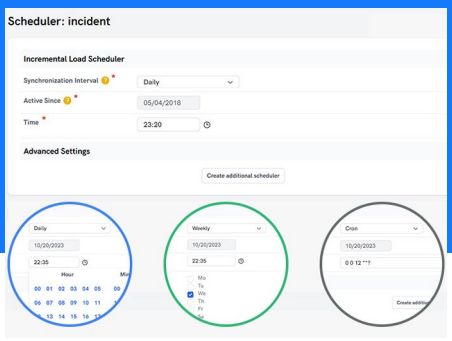
SnowMirror is a smart replication tool for ServiceNow™



Simple user interface enables seamless configuration



Choose tables and columns to synchronize



Define an individual plan for every synchronization

The remaining 20% of SnowMirror customers use it to simplify their integration architecture, for machine learning, compliance, backups, or disaster recovery.

How does SnowMirror work? The SnowMirror server runs as a Java agent service in a customer's local environment (Windows and Linux operating systems are supported). According to the replication jobs configured, it downloads data changes from a ServiceNow instance and updates the mirror database. No ServiceNow changes are needed; the mirror uses the out-of-the-box API available in every instance. The SnowMirror team guarantees that it will keep up with every new ServiceNow release. The only SnowMirror installation requirements are: A machine to install the agent, an existing database instance, and a ServiceNow user account with sufficient permissions.

One Fortune 500 company struggled to connect their SAP Business Objects to their ServiceNow data. By introducing SnowMirror Replica and regularly replicating data into their Oracle database, the SAP BO was able to connect seamlessly to the data.

Synchronize only necessary data. Simply define which ServiceNow tables should be synchronized, select the table columns and optionally specify a detailed filter query to restrict the amount of data (such as synchronizing incidents only from the current year). SnowMirror supports the ServiceNow encoded query notation, so it's easy to copy-paste filter settings from ServiceNow into the synchronization setup. SnowMirror supports both ServiceNow tables and database views so more complicated requirements can be easily solved by preparing a view on the ServiceNow side and replicating it into the mirror database.

Replication scheduling. Every synchronization run can be triggered manually at any time. However, scheduled replication is a more common option. The configurable scheduler allows you to define individual execution plans for every synchronized table so that more active tables can be synchronized more often. It is possible to specify an interval between executions (such as every 15 minutes), schedule a daily replication, or use a CRON expression. The first time a synchronization runs, it downloads all the configured data. However, every subsequent run is an incremental update adding only new records, updating changes and removing deleted items. These increments are usually small even for large ServiceNow instances, so SnowMirror proceeds quickly.

snowmirror by guidevision

servicenow Bronze Technology Partner

now Certified App