Snowmirror | Vivicta

About Company

Vivicta is the successor of the previous internal Business unit of the biggest Nordic managed service provider. With several ServiceNow instances (including the on-premise ones) and merge/carve-out projects, there was a need to in the simplest way ensure the ServiceNow data replication to the on-premise datawarehouse for further consolidation and governed processing.

The Challenge

The customer relied on multiple cloud-based ServiceNow instances to support IT service management across different business units and regions. While ServiceNow provided robust operational capabilities, accessing and consolidating data from multiple cloud instances for enterprise reporting and analytics proved challenging.

The organization required a centralized, on-premises data warehouse that would enable consistent reporting across all ServiceNow environments while supporting integration with other enterprise platforms. Native access to historical and transactional data was limited, making it difficult to perform advanced analytics, create cross-instance reports, and feed downstream business intelligence and data processing systems.

The Solution

SnowMirror Replica was implemented to continuously replicate ServiceNow data into the customer's local data warehouse, creating a centralized repository that serves as a secure proxy between ServiceNow and downstream systems. Instead of multiple applications querying ServiceNow directly, all reporting, analytics, and integration workloads were redirected to the replicated database.

This approach significantly reduced the load on the ServiceNow production environment while providing fast and reliable access to both current and historical data. The centralized data warehouse became the organization's single source of truth for reporting, business intelligence, and further data processing, enabling a scalable integration architecture without impacting day-to-day ServiceNow operations.

Why GuideVision

GuideVision with their platform "SnowMirror" was one of only two solutions (market leaders) available in general for this purpose. During the market research and the following evaluation of the platforms from various perspectives we choose SnowMirror as the solution.

Benefits Of Snowmirror

- Centralized reporting across multiple ServiceNow instances.
- Automated replication of ServiceNow data into the internal data warehouse.
- Improved reporting performance without affecting production ServiceNow environments.
- Simplified integration with enterprise BI, analytics, and downstream data processing platforms.
- A scalable architecture capable of supporting future ServiceNow instances and expanding data requirements.

Customer Quotes

"We have been using SnowMirror Replica as an MSP for a long time to synchronize data from our cloud-based ServiceNow instances into our internal data warehouse. The solution has proven to be highly reliable and scalable, performing consistently well even with large data volumes.

Its value was particularly evident during a recent large-scale data migration project, where it enabled us to quickly and efficiently retrieve data from a separate instance that was later decommissioned. This ensured full data continuity without disruption to Vivicta's operations."