ThreatConnect and ServiceNow Integration

ThreatConnect® and ServiceNow® have partnered to allow users to capitalize on the intelligence, analytics, and processes found within the ThreatConnect Platform, as well as pass relevant information from ServiceNow back to the ThreatConnect Platform for further analysis. With multiple integration points, users have the building blocks for not only sharing information, but also for automating processes between ThreatConnect and ServiceNow.

The Challenge

Analysts working from ServiceNow lacked the ability to easily access the intelligence, analytics, and automation capabilities found within ThreatConnect. Additionally, sending insights from ServiceNow to ThreatConnect was a tedious process, requiring users to login to both platforms and manually enter information.

The Solution

The ThreatConnect Activity Pack for ServiceNow Orchestration:

- Provides a set of activities that can be leveraged from ServiceNow Orchestration workflows to interact with ThreatConnect's API and Playbooks

- Shares ServiceNow Incidents and Observables back to ThreatConnect to generate new intelligence

- Sends Incidents and Indicators from ThreatConnect to ServiceNow to provide additional context to analyst

The ThreatConnect App for ServiceNow Security Operations:

- Allows Threat Lookup and Observable Enrichment capabilities against ThreatConnect intelligence and analytics collections

The ServiceNow Playbook App for ThreatConnect:

- Provides a set of actions to work with ServiceNow table records and attachments from ThreatConnect Playbooks.

In addition to sending intelligence from ThreatConnect to ServiceNow, the ThreatConnect Playbook App allows you to create and send updates to ServiceNow records.

ServiceNow sends information to ThreatConnect to generate new threat intelligence, as well as requests intelligence from ThreatConnect for enrichment and scoring of incidents. Take action in ThreatConnect by triggering a Playbook directly from ServiceNow.

Features & Benefits

Allows ThreatConnect Playbooks to manage ServiceNow records

Provides the key building blocks for automating processes between ThreatConnect and ServiceNow

Automate processes associated with security operations and incident response

Gives analysts working inside ServiceNow the information they need to get relevant and actionable insights

How to Get Started

If you already have an account with ThreatConnect, contact your Customer Success Engineer for information on how to integrate with ServiceNow.
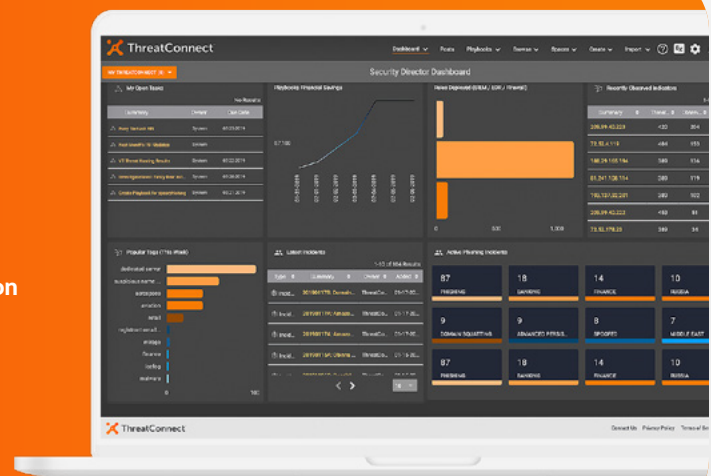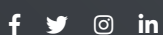

ThreatConnect

Designed by analysts but built for the entire team (security operations, threat intelligence, incident response and security leadership), ThreatConnect's intelligence-driven security operations platform is the only solution available today with intelligence, automation, analytics, and workflows in a single platform. Centralize your intelligence, establish process consistency, scale operations, and measure your effectiveness in one place. To learn more about our threat intelligence platform (TIP) or security orchestration, automation, and response (SOAR) solutions, visit ThreatConnect.com.

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