

## Integration Hub and Automation Engine Overview

This overview is applicable to Customers with a stand-alone Integration Hub subscription or with an Automation Engine subscription that includes Integration Hub entitlements.

### Packaging overview per Subscription

#### Current SKUs

Product name	Product Code	Spokes	Protocols & features	Orchestration	Flow Templates	Integration Solutions
Integration Hub Starter V3	PROD19392 PROD19750 PROD19751 PROD19911	Starter	Starter	No	No	No
Integration Hub Professional V2	PROD19394 PROD19833 PROD19834 PROD19912	Starter + Professional + Enterprise (All spokes)	Starter + Professional + Enterprise	Yes	Yes	No
Automation Engine Professional V3	PROD19395 PROD19893 PROD19896 PROD19913	Starter + Professional + Enterprise	Starter + Professional + Enterprise	Yes	Yes	Yes
Automation Engine Enterprise V2	PROD18249 PROD18352 PROD18360 PROD18361	Starter + Professional+ Enterprise	Starter + Professional + Enterprise	Yes	Yes	Yes
Automation Engine – Unrestricted user	PROD19397 PROD19897 PROD19898 PROD19914	Starter + Professional+ Enterprise	Starter + Professional + Enterprise	Yes	Yes	Yes

Legacy SKUs

Product name	Product Code	Spokes	Protocols & features	Orchestration	Flow Templates	Integration Solutions
IntegrationHub Starter	PROD11661 PROD11415 PROD14250 PROD14354 PROD12336	Starter	Starter	No	No	No
Integration Hub Starter V2	PROD18250 PROD18370 PROD18375 PROD18376 PROD18382	Starter	Starter	No	No	No
IntegrationHub Professional	PROD11498 PROD11418 PROD14252 PROD14356	Starter+ Professional	Starter + Professional	Yes	No	No
IntegrationHub Enterprise	PROD18189 PROD11664 PROD11482 PROD14257 PROD14361	Starter+ Professional+ Enterprise	Starter + Professional + Enterprise	Yes	Yes	Yes
Automation Engine Professional V1&V2	PROD16724 PROD17159 PROD17650 PROD17713 PROD17714 PROD18247 PROD18351 PROD18357 PROD18358	Starter+ Professional	Starter + Professional	Yes	No	No
Automation Engine Enterprise	PROD16725 PROD17160 PROD17651 PROD17715 PROD17716 PROD19397 PROD19897 PROD19898 PROD19914	Starter+ Professional+ Enterprise	Starter + Professional + Enterprise	Yes	Yes	Yes

## Spokes

### Starter

AI Search	Microsoft Teams Graph	Plivo	Slack	Slack WebHooks
Cisco Webex Teams	GoTo	Microsoft Teams Communications	Rally	SmartRecruiters
Cisco Webex Meetings	Looker	Miro	Roadmunk	Twilio
Continuous Integration and Continuous Delivery (CICD)	Microsoft Teams	PagerDuty	ServiceNow Remote Instance (formerly eBonding)	Zoom
Utility Actions	Vonage	Workfront	Workplace from Facebook	

### Professional

Agent Client Collector	Ansible	Docker	F5 BIG-IP
GitHub	GitLab	Gremlin	Infoblox
Jenkins	Jenkins V2	Jira	Kubernetes
Twitter	Microsoft Azure Artifacts	Microsoft Azure DevOps Boards	Aha!
Amazon Alexa	Amazon Elastic Container Service	Microsoft Azure Automation	BMC Remedy
Box	Calendly	Confluence Cloud	Dropbox Business
Google Calendar	Google Directory	Google Docs	Google Drive
Google Cloud DNS	Gmail	Google Sheets	Google Tasks
GovNotify	Lucidchart Diagramming	Trello	Microsoft Active Directory v2
Microsoft Azure Application Insights	Microsoft Azure Resource Management	Microsoft Exchange Online	Microsoft Exchange Server
Microsoft 365 Excel	Microsoft Intune	Microsoft OneDrive	OneLogin
Microsoft SharePoint Online	Monday.com	Okta	Oracle Cloud IAM
Oracle Autonomous DB	Oracle Block Storage	Oracle Boot Volume	Qualtrics
Oracle Compute Engine	Oracle Object Storage Management	Oracle Virtual Cloud Network	Smartsheet
Saba	Secureworks CTP	Shodan	Wrike
SurveyMonkey	Microsoft Azure Active Directory		

Enterprise

Adobe Experience Platform	Adobe Sign	Amazon Connect	Amazon CloudWatch
Amazon DynamoDB	Amazon EC2	AWS Elastic BeanStalk	Amazon EBS
AWS IAM	AWS Translate	Amazon RDS	Amazon Route 53
Amazon S3	Amazon SNS	Amazon VPC	Asana
Automation Anywhere	AWS Certificate Manager	AWS CloudFormation	AWS Elastic Load Balancing
AWS Lambda	AWS OpsWorks	Microsoft Azure Blob Storage	Microsoft Azure Traffic Manager
BigFix Inventory	Blue Prism	CFPB	Confluent Kafka REST Proxy
Cornerstone	Coupa	DocuSign	Amazon SQS
First Advantage	CrowdStrike	Google Identity and Access	Google Cloud Datastore
Google Cloud Functions	Google Cloud Load Balancer	Google Cloud Pub Sub	Google Cloud SQL
Google Cloud Storage	Google Cloud Virtual Network	Google Cloud VPC Access	Google Compute Engine
Google Persistent Disk	Jamf	Jack Henry jXchange	Jira Service Management
Microsoft 365	Microsoft Azure Cosmos DB	Microsoft Azure Managed Storage	Microsoft Azure SQL Database
Microsoft Azure Notification Hub	Microsoft Azure Virtual Machines	Microsoft Azure Virtual Network	Microsoft Dynamics CRM
Microsoft Endpoint Configuration Manager	Microsoft Dynamics 365 for Finance and Operations	Microsoft SCCM Usage Metering	Microsoft SCCM Spoke
Microsoft Security Response Center	Navex EthicsPoint	Oracle EBS spoke	Oracle Financial Cloud
Pluralsight	Oracle HCM Cloud	Oracle Peoplesoft Financial	PRO Unlimited/Magnit
SAP Ariba	Redox Electronic Health Record Spoke	Salesforce	Salesforce Marketing Cloud
SAP ECC RFC	SAP Concur	SAP Commerce Cloud	SAP ECC IDoc
Microsoft Azure DevOps Pipelines	SAP Fieldglass	SAP S4 HANA IDOC	SAP S4 HANA RFC
UKG	Socure	SuccessFactors	SumTotal
YouTube	UCF	Workday Financials	Workday HR
IBM Watson Translator Service	Zendesk	Udemy	UIPath
iManage	Guidewire	Workday Learning	FRISS
Equifax	SAP S4 Hana OData	Legal Tracker	

**Protocols and features**

Starter

REST Step	SOAP Step	Payload Builder Step
Retry Policy	Remote Tables	

Professional

PowerShell Step	SSH Step	JDBC Step
JSON Parser Step	XML Parser Step	ZIP Step
SFTP Step		

Enterprise

Data Stream actions	Dynamic inputs	REST API trigger
Dynamic outputs		

**Flow Templates**

Flow Templates for Access Management	Flow Templates for Documents Management	Flow Templates for HR Management
Flow Templates for Notifications	Flow Templates for IntegrationHub Enterprise	Flow Templates for Cloud Services
Flow Templates for Service Desk	Flow Templates for CRM	Flow Templates for DevOps

**Integration Solutions**

Remote Process Sync	Password Reset integration with Okta	Password Reset integration with Google Directory
Client Software Distribution	Client Software Distribution 2.0	Password Reset Integration with AD
Password Reset Integration with Azure AD	ServiceNow Kafka Consumer	Virtual Agent for Citrix ITSM Connector
Access Management Automation	Cloud Deployment Automation	

**Definitions**

- A Spoke is a predefined action, flow, and/or integration for connecting or automating third party systems or processes within Flow Designer.
- A Protocol is the communication format of mechanism used when interacting with a third-party system.
- A Utility is a common, reusable, solution to facilitate integration development.
- Remote Instance Spoke Transactions are not counted against Transaction entitlement.
- Using spokes will consume Integration Hub transactions that are included in Integration Hub and Automation Engine subscriptions.

**Spokes included in ServiceNow product subscriptions**

- A list of spokes entitlement included in ServiceNow Product Subscriptions can be found in this [KB Article](#).
- Using spokes included in BU Product will consume Integration Hub Transactions, unless explicitly excluded. Verify this [KB Article](#) for details.
- Integration Hub Transactions are not included in BU product Subscriptions, but can only be acquired via Integration Hub or Automation Engine Subscriptions.