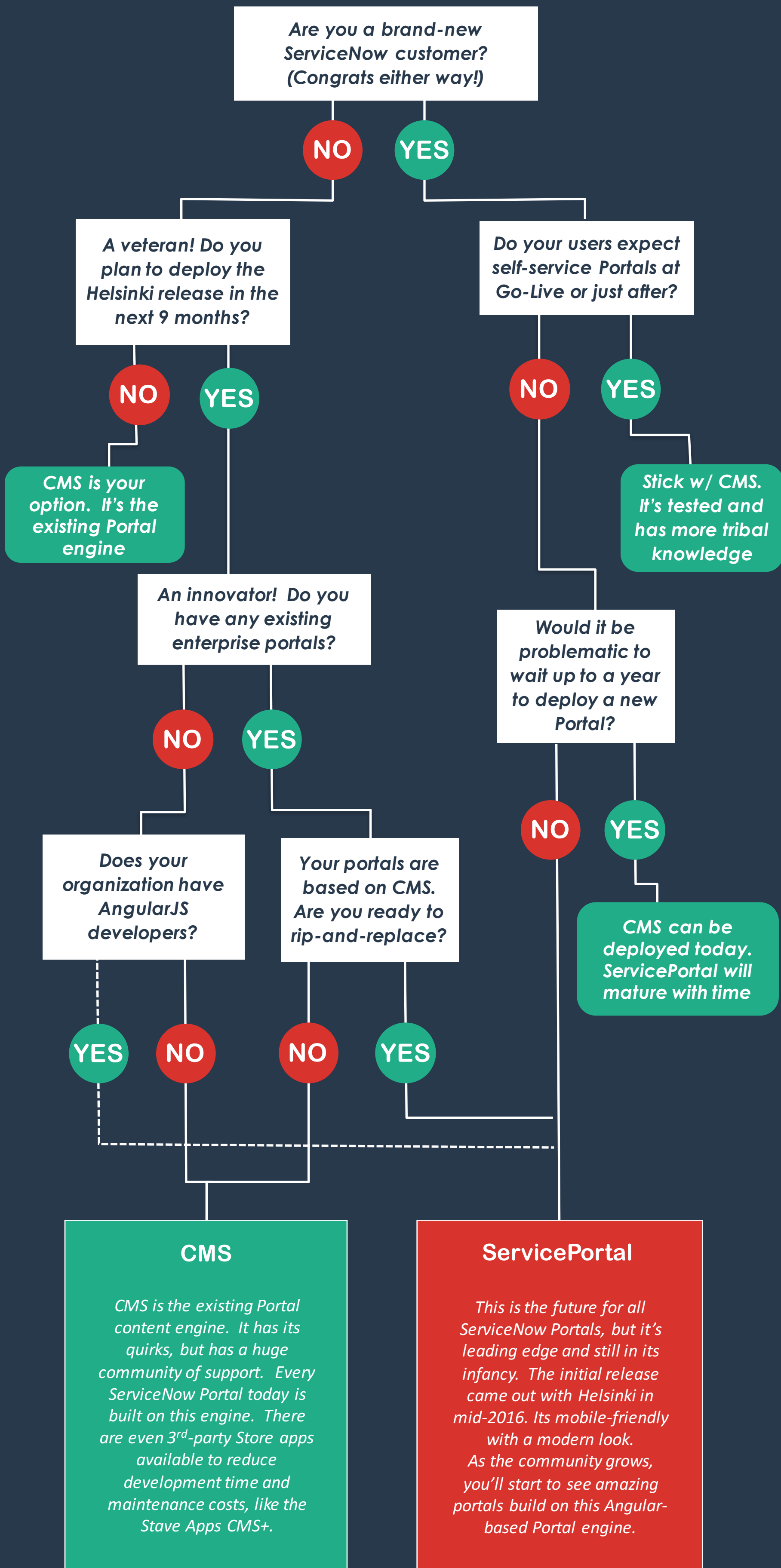


# CMS or ServicePortal: Which Option is Best for You

ServiceNow offers two engines to build self-service portals. Both give your customers a web-based, friendly and modern experience, but are different under the hood. Determine which option is best for your enterprise.



Stave CMS+ is available on the ServiceNow Store and reduces your Portal development by as much as 40%. Mobile-friendly responsive Portals can be developed and maintained with a point-and-click interface that increases your time to value, and provides your users a modern experience.

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## CMS

*CMS is the existing Portal content engine. It has its quirks, but has a huge community of support. Every ServiceNow Portal today is built on this engine. There are even 3<sup>rd</sup>-party Store apps available to reduce development time and maintenance costs, like the Stave Apps CMS+.*

## ServicePortal

*This is the future for all ServiceNow Portals, but it's leading edge and still in its infancy. The initial release came out with Helsinki in mid-2016. Its mobile-friendly with a modern look. As the community grows, you'll start to see amazing portals build on this Angular-based Portal engine.*

PRO

**Has been ServiceNow's Portal engine for years, and is tested and validated by the community**

PRO

**Brand-new, cutting edge Portal engine. This is the future of all ServiceNow Portals from Helsinki forward**

CON

**Can often be difficult and expensive to maintain Portals, and requires CMS expertise**

PRO

**Basic Portals can be developed in a drag-and-drop UI by average users**

PRO

**Large body of tribal knowledge available and many trained professionals in the ServiceNow Community**

CON

**There is no migration path to ServicePortal from all the existing CMS-powered sites**

PRO

**Can display any existing element of ServiceNow, such as Lists, Shopping Carts, Chat, KBs, and Catalogs**

CON

**Currently lacks core features like Lists, Shopping Carts, access to multiple KBs, and access to multiple Catalogs**

CON

**Powered by Jelly, a scripting language with a steep learning curve and limited support**

PRO

**User can build custom widgets using AngularJS, a web framework developed by Google**

PRO

**Included in all ServiceNow deployments, without additional subscription costs**

CON

**AngularJS can be complicated, and trained professionals tend to be expensive to hire**

PRO

**There are apps available, such as Stave CMS+ that extend the functionality of the engine and add features**

PRO

**Makes Responsive development easy, meaning Portals work on all sized devices**

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