

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.

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 3rd-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

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.

Want a free 30-day trial?
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