The ServiceNow system uses the **MID Server** to communicate with external systems, applications, enterprises, local networks, or the public cloud:

ServiceNow applications, like **Discovery**, **Operational Intelligence**, interact with the external systems.
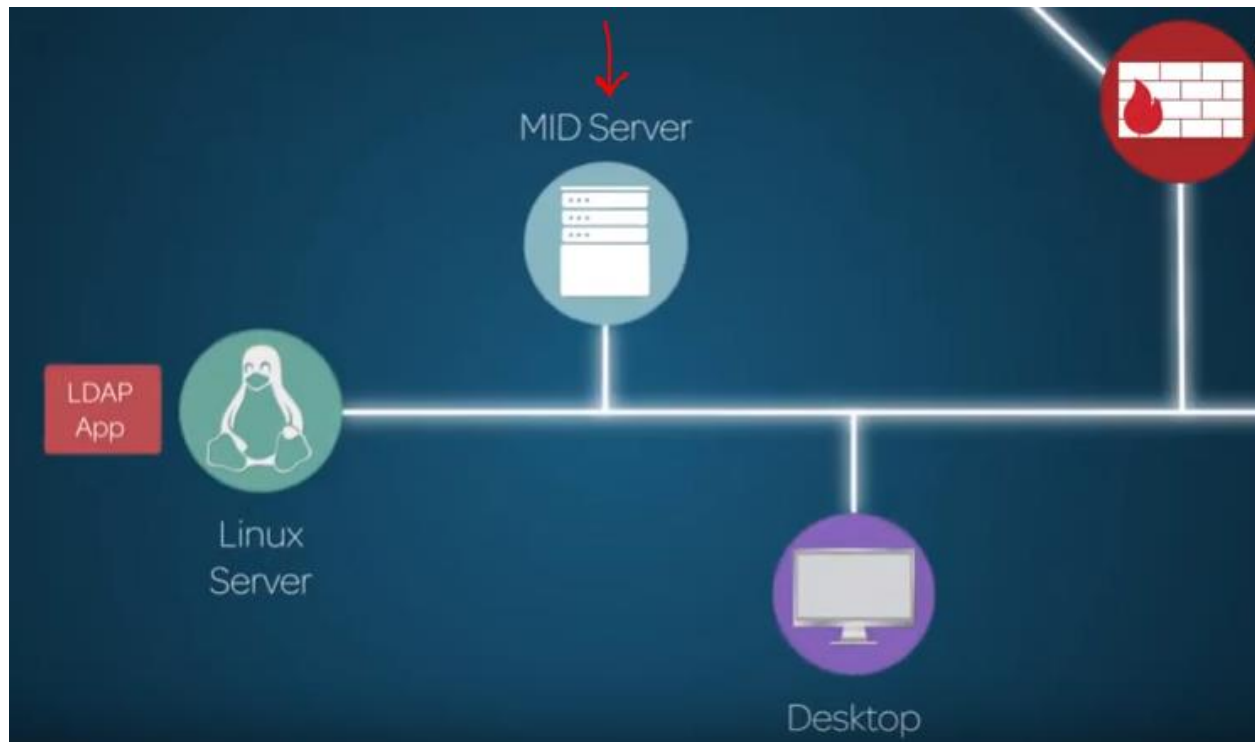
The ServiceNow module **Import Sets** can import data from external systems in Excel, XML etc formats.
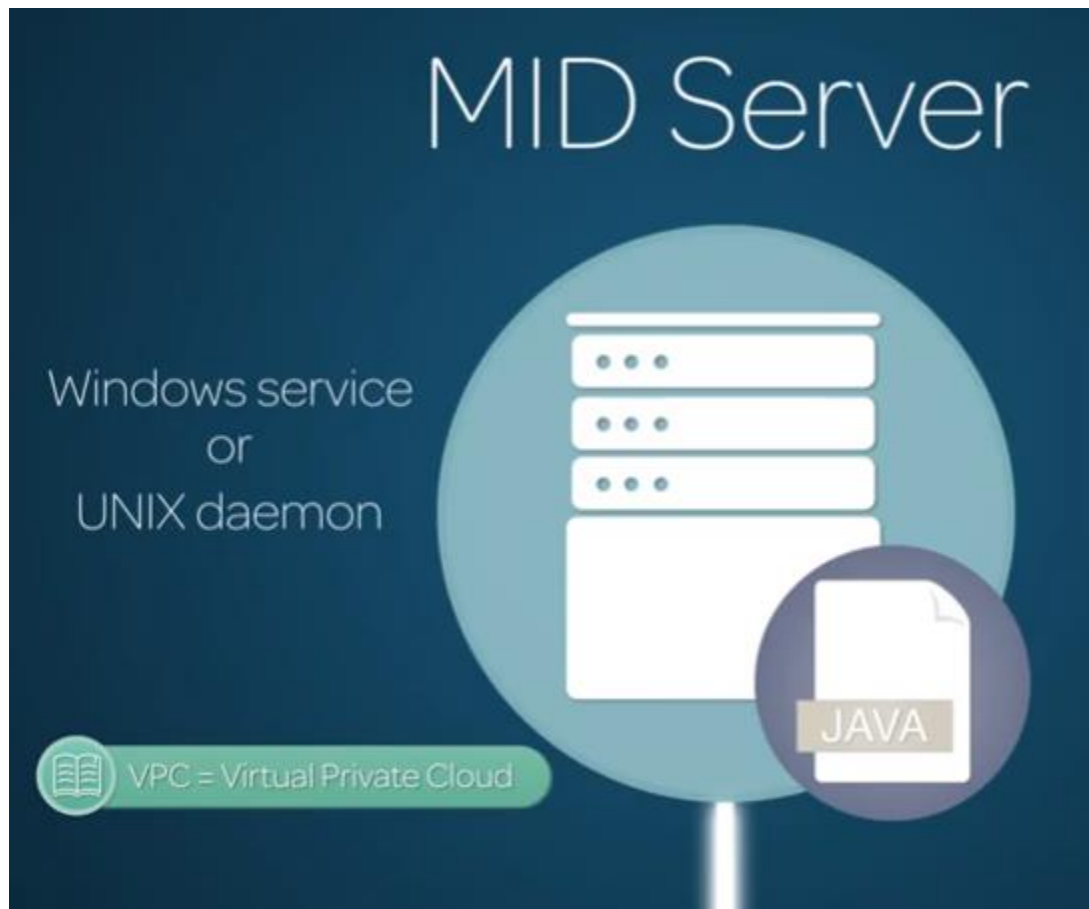
The ServiceNow system integrates with external systems like **LDAP** and **MicroSoft SCCM**.
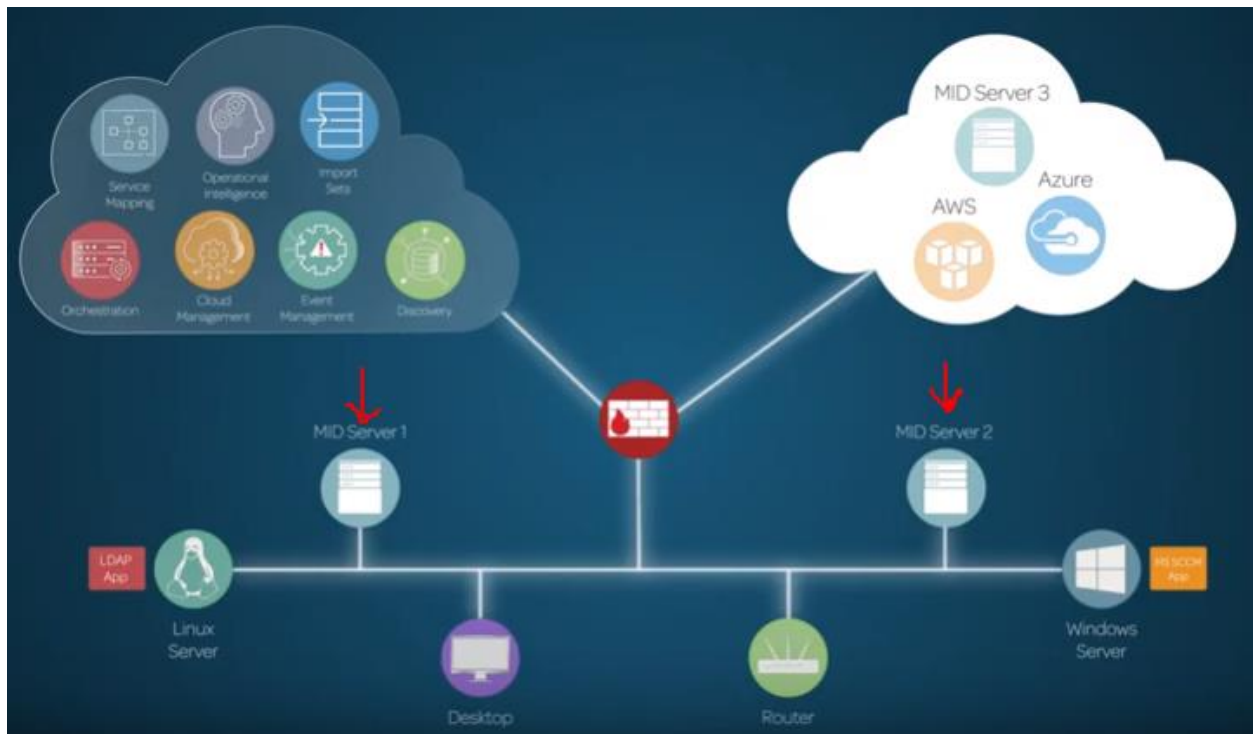
The ServiceNow system accesses those external systems and applications through a MID server

The MID Server is a JAVA Application that runs as a Window service or a UNIX daemon on the server on the enterprise's network or in the cloud, like on Amazon Web Service's VPC.
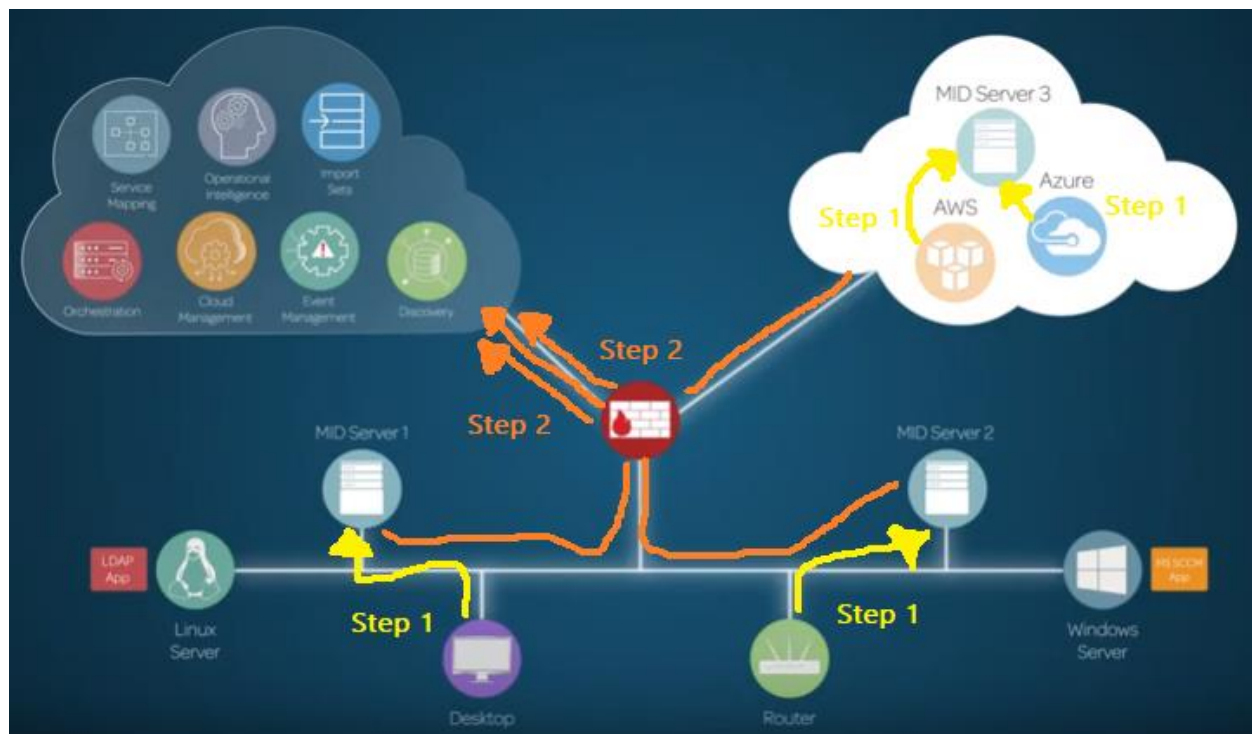
You can have more than one MID Server to support larger or segmented networks or heavier traffic.
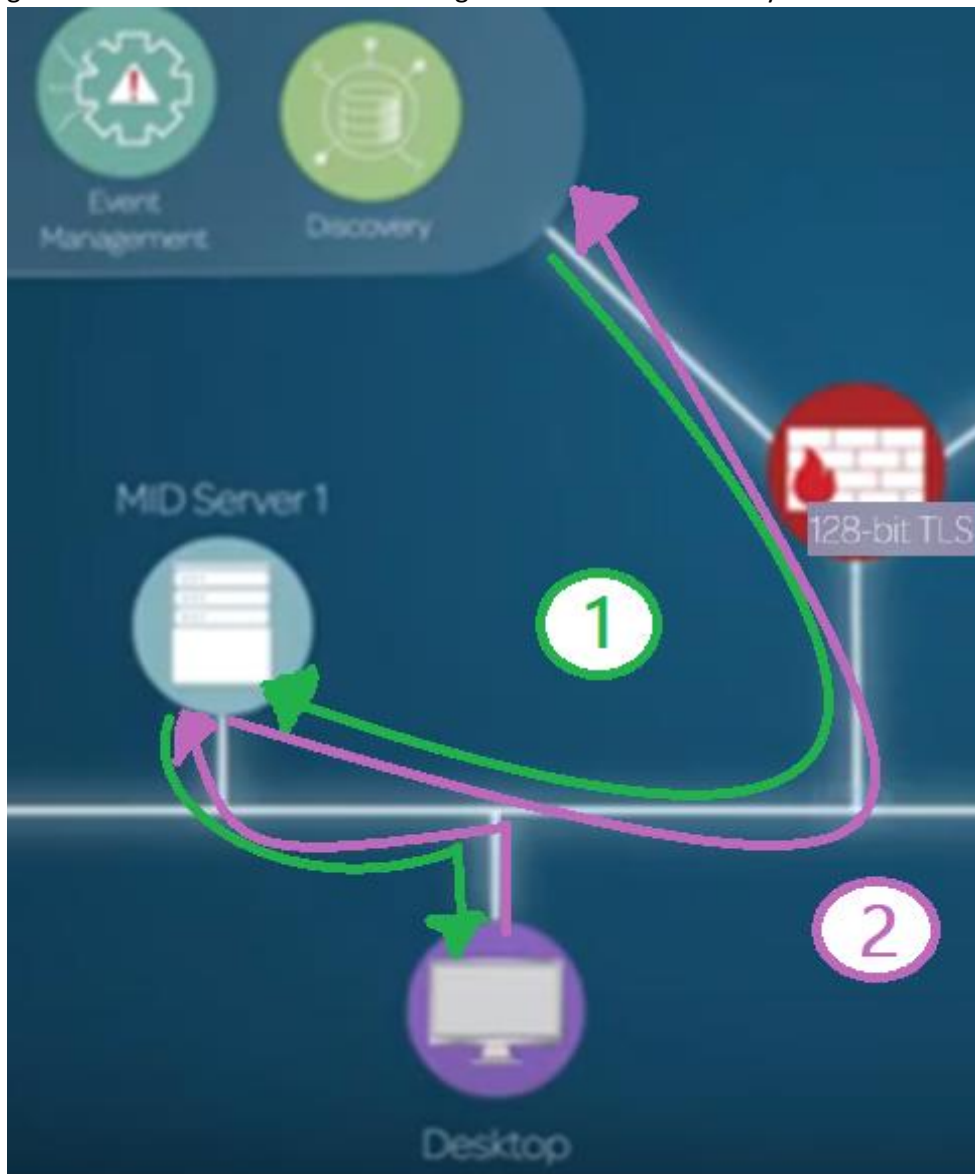
The MID Server provides communication and moves data between:

External systems → ServiceNow apps.

For example, the **Discovery** app sends a probe of the external **Desktop** system via **MID Server** to gather information... the information gets sent back to Discovery via MID Server.

The MID Server communicates securely using **128-bit TLS** protocol; often through a firewall.

For added safety, communication between the MID Server and the instance is always initiated by the MID Server... never by the instance. This eliminates inbound access through the corporate firewall.

MID Servers can be configured with applications, like Service Mapping and Orchestration:

MID Servers have capabilities to perform desired functions, such as: