

# ServiceNow Integrations: MuleSoft vs. Integration Hub

'ike (knowledge) level: Intermediate

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When integrating ServiceNow with other enterprise applications, two of the most common approaches are using **MuleSoft** or **ServiceNow Integration Hub**. Both solutions offer powerful capabilities, but they come with different cost structures, scalability considerations, and long-term implications for flexibility and maintenance.

This white paper provides a comprehensive analysis of the **pros and cons** of using MuleSoft versus Integration Hub, breaking down key factors such as **ease of implementation, cost of ownership, performance, and scalability**. Additionally, we will explore real-world use cases and case studies to illustrate where each solution makes the most sense.

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## Understanding the Two Approaches

### MuleSoft: API-Led Connectivity

MuleSoft is an **API-based integration platform** that allows enterprises to build reusable, modular integrations between different systems, including ServiceNow. It follows an API-led approach, where integrations are divided into layers (System, Process, and Experience APIs), providing flexibility and reusability.

#### Key Features of MuleSoft:

- Centralized API management
- Enterprise-wide integration across multiple platforms
- Supports various protocols and connectors (REST, SOAP, JDBC, etc.)
- Reusability of APIs for multiple use cases
- Advanced monitoring, logging, and security features

### ServiceNow Integration Hub: Native ServiceNow Connectivity

ServiceNow's **Integration Hub** is a built-in solution designed to simplify integrations within the ServiceNow platform. It provides **Flow Designer-based integrations** that allow users to create automation workflows with pre-built spokes and actions.

#### Key Features of Integration Hub:

- Low-code/no-code integration for ServiceNow users
  - Pre-built spokes for common third-party applications
  - Native integration within ServiceNow workflows
  - Supports REST, SOAP, and JDBC integrations
  - Event-driven architecture for real-time automation
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## Key Comparison Factors

### 1. Ease of Implementation

#### MuleSoft

- Requires specialized **integration developers** with MuleSoft expertise
- Implementation typically involves a **dedicated middleware team**
- API-led development allows **high customization**, but also increases complexity
- Integration cycles can take **weeks to months**, depending on requirements

#### Integration Hub

- Designed for **ServiceNow administrators and ITSM teams**
- **Low-code, drag-and-drop** functionality speeds up implementation
- Pre-built **spokes** simplify integrations with common applications like Slack, Microsoft Teams, and AWS
- Can be configured and deployed in **hours or days**

**Winner:** *Integration Hub* for speed and simplicity; *MuleSoft* for complex, custom integrations

### 2. Total Cost of Ownership (TCO)

Cost Factor	MuleSoft	Integration Hub
<b>Licensing</b>	Expensive; requires an enterprise MuleSoft license	ServiceNow offers <b>Integration Hub Starter and Enterprise</b> packages
<b>Development</b>	Requires MuleSoft-certified developers	Can be managed by ServiceNow admins with minimal coding
<b>Maintenance</b>	Requires ongoing monitoring and updates for APIs	ServiceNow manages platform upgrades and integration compatibility
<b>Scalability Costs</b>	May require additional servers or MuleSoft CloudHub expansion	Scales within ServiceNow's cloud environment

**Winner:** *Integration Hub* for lower upfront costs; *MuleSoft* may offer better long-term savings for large-scale integrations

### 3. Performance & Scalability

#### MuleSoft

- Highly **scalable** for **enterprise-wide integrations**
- Suitable for **high-volume data processing**

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Prerequisite (knowledge) level: Intermediate

Rev. February 8, 2025

- Advanced **caching, queuing, and error-handling mechanisms**
- Works well when integrating multiple large-scale ERP, CRM, and HR platforms

## Integration Hub

- Best suited for **ServiceNow-centric** use cases
- Limited scalability for **external enterprise-wide data flow**
- Works well for **event-driven, real-time integrations** but may struggle with **large batch processing**

**Winner:** *MuleSoft* for large-scale enterprises; *Integration Hub* for lightweight, ServiceNow-specific integrations

## 4. Real-World Use Cases

When MuleSoft Makes Sense

**Example: Global Financial Institution** A large financial services firm needed to integrate **ServiceNow, Salesforce, SAP, and Workday**. Given the high volume of **cross-application workflows** and data exchanges, **MuleSoft's API-led architecture** provided a **scalable** and **reusable** solution across multiple business units.

When Integration Hub is the Better Choice

**Example: Mid-Sized IT Service Provider** A mid-sized IT service provider needed to automate **ticket synchronization between ServiceNow and Jira**. Since Integration Hub offers a **pre-built Jira spoke**, the company deployed the integration within **a few days** instead of spending weeks developing custom APIs.

## Final Verdict: Which One Should You Choose?

Scenario	Recommended Solution
<b>Simple ServiceNow integrations</b> (e.g., Slack, Jira, Microsoft Teams)	Integration Hub
<b>Enterprise-wide API strategy</b>	MuleSoft
<b>Low-code, fast deployment</b>	Integration Hub
<b>Handling large data volumes</b>	MuleSoft
<b>Long-term flexibility &amp; reusability</b>	MuleSoft
<b>Cost-sensitive deployments</b>	Integration Hub

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## Key Takeaways

- If your **integration needs revolve around ServiceNow**, **Integration Hub** is the faster, **more cost-effective** solution.
- If you need **enterprise-wide, reusable APIs** across **multiple platforms**, **MuleSoft** is the better investment for **long-term scalability**.
- **Total Cost of Ownership (TCO)** is lower with Integration Hub **upfront**, but MuleSoft provides **greater long-term flexibility**.

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## Conclusion

Choosing between **MuleSoft and Integration Hub** depends on your business needs, budget, and scalability requirements. If you need quick, ServiceNow-specific integrations, **Integration Hub** is the way to go. However, if your organization is **invested in an enterprise-wide API strategy**, **MuleSoft** provides the flexibility and control required for large-scale integrations.

Ultimately, organizations should evaluate their **long-term integration strategy, total cost of ownership, and operational needs** before making a decision.

**Need help deciding?** Reach out to our experts for a tailored integration roadmap based on your business goals.

## About Mana'o Pili ↘

Mana'o Pili is a Hawai'i based technology consulting firm specializing in business automation through ServiceNow. Mana'o Pili provides its customers with individualized solutions. We reject the notion of one-size-fits-all solutions. Instead, we partner with you to craft a tailored plan that aligns with your unique needs, budget, and objectives. Our approach focuses on optimizing your existing platform while minimizing customization and reducing technical debt.

Here at Mana'o Pili, we treat our customers as 'ohana (family), listen closely to your challenges and deliver tailored attention with exceptional service.