



Your ServiceNow team, now with an assistant that knows your instances

What it is

A Model Context Protocol server that connects Claude to your ServiceNow instances with a URL and OAuth, with nothing to install. 732 tools cover ITSM, catalog, CMDB, flows, knowledge, IAM, integrations, portal, SLA, HR, CSM, assets, security, analytics and Agile.

Who it is for

- ServiceNow platform owners, architects and admins.
- Consultancies serving several clients.
- IT and service desk managers who need data and reports.

Use cases

ITSM. Incidents, problems and changes: diagnosis, assignment and follow-up without jumping between screens.

Catalog. Catalog Items with a category, well-defined variables and fulfillment, created from the chat.

CMDB. CMDB health, IRE errors, relationships and MID Servers, diagnosed in minutes.

Development. Scripts, flows, Script Includes and Fluent SDK, validated before they reach the instance.

Governance. Update Sets, audit trail, roles and platform change control, fully traceable.

Reporting. SLA, backlog and operations reports in PDF or PowerPoint, generated from the chat.

Why Óptimo MCP

- No installation: URL and OAuth.
- Enterprise security: encrypted credentials, exportable audit trail, IP allowlist.
- Quality by design: best practices enforced in code.
- Per-client memory and PDF and PowerPoint reports.
- Training with presentation and technical report skills.
- Team based in Colombia, support in Spanish and English.

Plans

Pilot. Teams that want to try before they decide. 1 development instance or PDI.

Team. IT departments within one company. Multiple instances of one company.

Consultancy. Partners and consultancies serving several clients. Multi-client: every client's instances.

Training. Add-on for any plan. Hands-on workshop on your real cases.

Next step: book a 30-minute demo at optimotech.app/en/contact