

C1 SmartRequest

One Request Workflow to Rule Them All

Overview

C1 SmartRequest is a configuration-driven orchestration engine for ServiceNow. It replaces static catalog items and Flow Designer logic with dynamic SmartChecklists that business and IRM teams configure without developers. Tasks, routing, and approvals adapt automatically using metadata and optional AI.

Key Value Points

- One engine replaces dozens of catalog workflows
- Business users control logic; IT sets guardrails
- Changes in minutes, not weeks
- Eliminates developer backlog & catalog sprawl
- AI-enabled intake & classification

Core Capabilities

- SmartChecklist-based orchestration
- Metadata-driven routing & approvals
- AI-assisted intake & prefill
- IRM/Compliance workflows (SDRs, reviews, decommissioning)
- Federal Data Call automation
- Dashboards for progress & SLA tracking

Primary Use Cases

- Consolidating 50-100+ catalog items
- IRM/compliance workflows
- Federal Data Calls (email → automated)
- Cross-department orchestration
- AI-assisted intake for vague requests

Impact Summary

70-90%

**Fewer
Maintenance
Hours**

<1hr

**Change
Implementation**
Weeks-long changes
now under 1 hour

50-80%

**Catalog Sprawl
Reduction**

30-50%

Less Rework

 **Federal Data Calls:** 3-6 weeks
reduced to 2-4 days

Positioning

SmartRequest delivers a unified, adaptive workflow engine that reduces complexity, speeds updates, and puts process ownership back in the hands of the business.