C1 SmartRequest
One Request Workflow
to Rule Them All

SmartRequest is a configuration-driven orchestration engine for ServiceNow that replaces static catalog items with dynamic SmartChecklists business teams configure without developers.

THE IMPACT

70-90%	<1 hr	50-80%
Fewer Maintenance Hours	Change Implementation	Catalog Sprawl Reduction

■ Core Capabilities

- SmartChecklist-based orchestration engine
- Metadata-driven routing and approvals
- AI-assisted intake and prefill for vague requests
- IRM/Compliance workflows (SDRs, reviews, decommission)
- Federal Data Call automation (3-6 weeks to 2-4 days)

■ 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 and catalog sprawl
- AI-enabled intake and classification

SmartChecklist Engine

Dynamic checklists replace static catalog items. Tasks, routing, and approvals adapt automatically using metadata and AI.

Business-Owned Logic

Business and IRM teams configure workflows without developers. Changes deploy in minutes, not weeks.

Federal Data Calls

Automates email-based federal data calls, reducing 3-6 week cycles to 2-4 days with governed workflows.

KEY USE CASES

→ Consolidating 50-100+ catalog items into one adaptive orchestration engine
→ IRM and compliance workflows including SDRs, reviews, and system decommissioning
→ Federal Data Call automation replacing email chains with governed, trackable workflows
→ Cross-department orchestration with AI-assisted intake for vague or complex requests

Why C1Secure

One Engine for Everything

Replace dozens of static catalog workflows with a single adaptive orchestration platform.

No-Code Configuration

Business teams own the logic. IT sets guardrails. Changes deploy in minutes, not weeks.

Built for ServiceNow

Native integration with IRM, compliance, and service catalog modules out of the box.

Unified, adaptive workflow that puts process ownership in business hands.
Reduce complexity, speed updates, and eliminate catalog sprawl.

Ready to accelerate?
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