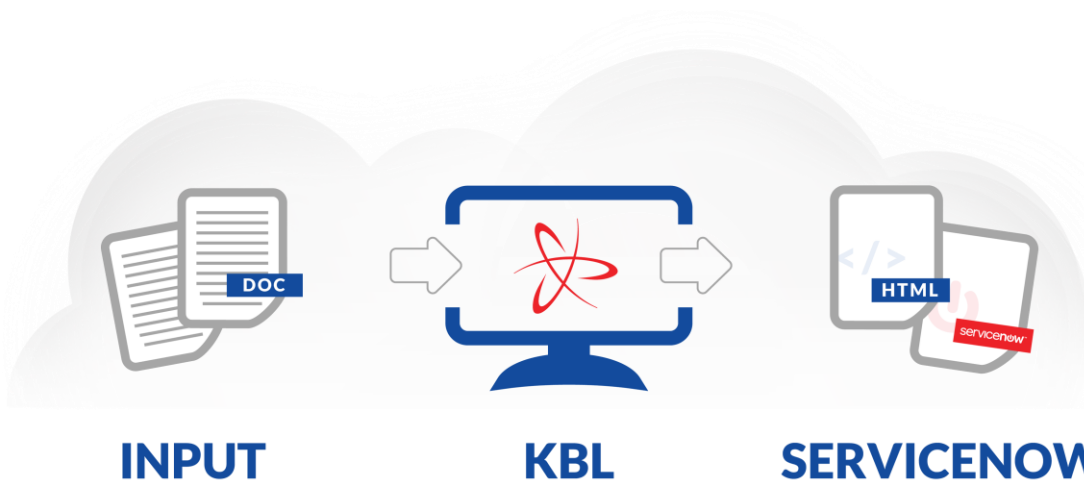# KB Loader for ServiceNow

Automate the Migration of Knowledge Base Articles

Triad Technology Partners, a Preferred ServiceNow Solutions Partner and a leading provider of Cloud Solutions for Enterprise IT, introduces the *Triad KB Loader* for ServiceNow. This solution easily converts legacy knowledge base articles and moves them directly into your ServiceNow instance, saving you both time and money!

INPUT → **KBL** → **SERVICENOW**

Solution Steps & Benefits:

- Convert legacy articles
- Scan all articles
- Parse and load document images
- Review articles before uploading to ServiceNow instance
- Save time and money through automation
- Leverage your existing investment in ServiceNow

Triad's Solution and Service Provide:

- Familiar ServiceNow Interface
- Easy File Conversion to HTML
- Homepage with visibility into document status
- Option for Triad-led conversion service

- Ability to categorize documents during load
- Direct migration to ServiceNow
- Visibility into errors when uploading
- Load tracking and verification

Triad Puts the Service in ServiceNow

Triad helps clients effectively map their processes and build the enterprise-wide IT Service Management portfolio necessary to realize the true potential of cloud-based services management. With a focus on up-front processes and defining required design elements, Triad delivers the best possible migration path for customers to use in transforming IT service management to meet their evolving mission goals. This process, combined with our exceptional training from **Triad University** and application innovations from **Triad Labs** is what we call **The Triad Advantage**.