Optimize Your ServiceNow Storage with Genus Attachment Archiver



Key Takeaways:

> Reduce ServiceNow storage costs by archiving attachments to Azure, Google Cloud, AWS, and Box.

> Improve system performance and speed up upgrades by keeping instances lean.

> Archive and restore attachments automatically or on demand.

> Get full visibility with built-in dashboards, logs, and Flow Designer support.

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About Attachment Archiver

As ServiceNow environments grow, so does the storage footprint, especially due to file attachments. Many organizations quickly exceed the 4TB per-instance storage allocation, triggering challenges such as:

> Additional monthly fees (up to $1,700 per TB over the limit)

> Slower system performance and response times

> Longer and more complex upgrade processes

Genus Attachment Archiver (GAA) helps you take control of your ServiceNow storage by seamlessly moving attachments to cost-effective external storage platforms like Microsoft Azure or Google Cloud—often at a fraction of the cost (as low as $30 per TB).

With the Attachment Archiver, you can:

> Automatically or manually archive attachments based on your organization's rules and protocols.

> Instantly retrieve files when needed.

> Improve performance and reduce upgrade complexity by keeping your instance lean.

Key Features

Genus Attachment Archiver solution provides functionality of backup/restore attachments from ServiceNow to an external file repository (Azure Storage, Google Cloud Storage, etc.).

GAA Core App provides the following functions:

> Keep the configuration of external repositories.
> Store information on archiving tasks.
> Store information on archived attachments.
> Keep logs on archiving/restoring process.
> Provide JS API and Flow Designer artifacts to request archiving/restoring of a particular attachment or all attachments for the specified GlideRecord.
> Provide dashboard with basic analytics on archived attachments data.

Release Notes

> Archive/Unarchive attachments to/from Azure, Google, AWS, and Box.

Requirements

ServiceNow version required: Washington, DC or higher.

Solution components: At least one GAA Connector application needs to be installed and configured during GAA Core configuration. GAA Core application won't be functioning without a configured GAA Connector. See [R1] and [R2] for connector installation instructions.

External repository access: A service account must be pre-configured on the external repository side (Azure or Google Cloud). The account must have write access to the target storage bucket.

Summary

As attachment volumes grow, ServiceNow storage limits can quickly become costly and impact performance. Genus Attachment Archiver offers a powerful solution—automatically or manually offload attachments to secure, low-cost external storage like Azure or Google Cloud. Reduce expenses, improve instance performance, and simplify upgrades without losing easy access to your data.

This flexible, ServiceNow-native solution includes configuration tools, archiving logs, Flow Designer integration, and dashboards for visibility—giving you full control and transparency over your archiving strategy.

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