

About NexGen Architects

AI-Native Integration & Delivery Company

NexGen Architects | July 2026

We are an AI-native integration and delivery company based in London, United Kingdom. We build the connective tissue between enterprise systems — as consultants, as a product company on the Salesforce AppExchange, and increasingly through AI agents working under human governance. And we build all of it to the same standard: it must not depend on us to keep running.

KEY FACTS

Who we are	NexGen Architects — an AI-native integration and delivery company: consulting, managed services, and connector products.
Based in	London, United Kingdom.
What we do	Design, deliver, and operate enterprise integrations across Salesforce, MuleSoft, SAP, ServiceNow, and the DevOps and security estates around them — including the legacy platforms they replace.
How we deliver	AI agents accelerate the work; named humans review and approve it; everything we leave behind runs in your tenancy, under your control.
AppExchange	Publisher of the ServiceNow Flow Connector — 45 ServiceNow operations, callable from Salesforce Flow Builder with no code and no middleware — the first in a demand-driven connector portfolio.
Website	www.nexgenarchitects.com
Contact	hello@nexgenarchitects.com

What we believe about integration

Most integration projects fail slowly. They do not collapse on go-live; they accumulate. A middleware tier nobody remembers provisioning. A credential in a config file that only one person can rotate. A sync job that has been quietly failing for five weeks. Each is small. Together they become the reason a two-week project is still open after six months.

We have built our practice around a simple test: **after we leave, can your team still understand, operate, and change what we built?** If the answer is no, we built the wrong thing — however elegant it looked at handover.

That test leads to some unfashionable conclusions. It means preferring the platform's own capabilities over a bespoke framework. It means treating every additional component in the data path as a cost to be justified, not a feature to be advertised. And it means being genuinely honest about limitations — because a limitation you discover during design is a design decision, while the same limitation discovered in week three of a build is a crisis.

The same test now applies to how we use AI. Our delivery runs on AI agents — drafting designs, generating integration artifacts, building and testing at a pace a purely manual team cannot match. But acceleration without accountability is how AI projects fail, so every artifact an agent produces passes through a named human reviewer before it ships, and what we hand over is standard platform technology your team can own.

AI does the heavy lifting; people stay answerable for the result.

Where NexGen Architects is going

The consultancy is where we started; it is not where we stop. NexGen Architects is deliberately built as three reinforcing lines of business:

- **Integration consulting and managed services.** Architecture, delivery, rescue, and ongoing operation of the estates enterprises actually run — Salesforce, MuleSoft, SAP, ServiceNow, and the DevOps and security tooling around them.
- **Connector products on the AppExchange.** Packaged, security-reviewed connectors that make enterprise systems callable directly from Salesforce Flow — shipped as products, documented like products, and supported like products. The ServiceNow Flow Connector is the first; the portfolio expands based on customer demand.
- **Agentic delivery and AI activation.** Putting AI agents to work inside governed business workflows — both in how we deliver projects and in helping enterprises get real production value from the agentic platforms they have already licensed.

These three feed each other. Consulting shows us which integrations enterprises keep rebuilding — those become connectors. Connectors show us where automation demand is heading — that shapes the agentic work. And the agentic delivery model is what lets a boutique firm ship product-grade work at a pace and price large integrators cannot.

Why we built the ServiceNow Flow Connector

Salesforce and ServiceNow sit either side of a line that runs through most large organisations: the customer on one side, the IT estate on the other. A support agent needs to escalate to IT. An account team needs a change request raised for a won deal. A CMDB needs to know what was actually sold. The business need is universal and unambiguous.

The usual answer is middleware — a hosted tier that both systems talk to. It works, and for genuinely complex orchestration it is the right call. But for the overwhelmingly common case of "create an incident from this case, and tell me when it's resolved," it is a disproportionate answer. It introduces a vendor into the data path, a new system to secure and monitor, a new failure mode, and a recurring cost — all to relay a JSON payload between two systems that are perfectly capable of talking to each other.

So we built the connector we wanted to deploy for our own clients. It installs as a Salesforce managed package, exposes 45 ServiceNow operations directly inside Flow Builder, and calls your ServiceNow instance straight from your Salesforce org over HTTPS. There is no NexGen server in the data path. We never see your data, and we never hold your credentials. If our company vanished tomorrow, your flows would keep running — because nothing in them depends on us.

The connector portfolio: what comes next

ServiceNow is the first connector, not the last. We are expanding the portfolio along the seams where enterprises keep asking Salesforce Flow to reach: AI and LLM gateways, customer service and ITSM platforms, developer and DevOps tooling, and the ERP and finance systems that sit at the heart of the estate. Every connector in the portfolio is held to the same bar as the first — a security-reviewed managed package, every operation documented, and no infrastructure introduced that the integration does not strictly need.

The order of the roadmap is set by demand, not by us. If your team needs a system reachable from Flow, tell us at hello@nexgenarchitects.com — that is genuinely how the next connector gets chosen.

How we work with clients

The connectors are products; most of what we do is not. Our client work typically takes one of these shapes:

- **Integration architecture and design.** Deciding what should be integrated, what should not, and where each responsibility belongs — the work that determines whether the build is straightforward or painful.
- **Salesforce and MuleSoft delivery.** Building the integration, whether that means Flow and Named Credentials, MuleSoft APIs and Anypoint, or a combination.
- **Rescuing integrations that have gone wrong.** Fragile syncs, unexplained data drift, a middleware tier nobody understands any more. This is more of our work than we would like, and it is where the beliefs above came from.
- **Legacy modernisation.** Assessing ageing integration and middleware estates and migrating them to modern platforms — with an honest report on what should move, what should be rebuilt, and what should be retired.
- **Agentic automation enablement.** Making AI agents and automation platforms deliver in production — with the approval gates, audit trail, and security posture your governance teams require before they say yes.
- **Enablement.** Leaving your team able to operate and extend what exists, which is the only outcome that actually holds up over time.

Support for the ServiceNow Flow Connector

Documentation questions, configuration problems, bug reports, and requests for additional ServiceNow tables all go to the same place: hello@nexgenarchitects.com.

Two things are worth knowing when you get in touch. First, **table and operation coverage is driven by customer demand** — v1.0.0 covers Incidents, Change Requests, Service Requests, Requested Items, Catalog Tasks, CMDB, Attachments, Journal entries, Knowledge, and Users, and if you need a table we do not yet support, tell us, because that is how the roadmap gets set. Second, when reporting a problem, the single most useful thing you can include is the **HTTP status code and response body** from the failing call. It usually identifies the cause immediately, and it distinguishes a connector issue from a ServiceNow ACL issue — which, in our experience, is what most reported "bugs" turn out to be.

The document set

This is one of six documents published alongside the AppExchange listing. All six are reviewed and re-stamped quarterly.

The complete ServiceNow Flow Connector documentation set.

#	Document	Read it when
1	Installation & Setup Guide	You are installing the connector for the first time.
2	Configuring Salesforce Named Credentials for ServiceNow	You are setting up authentication, or an authentication error is blocking you.
3	Supported ServiceNow Operations Matrix	You need to know whether a specific operation exists before designing a flow.
4	Security & Architecture FAQ	Your security, architecture, or procurement team is reviewing the connector.
5	Use-Case Cookbook	You want a working pattern to start from rather than a blank canvas.
6	About NexGen Architects	You want to know who built this, where the company is going, and how to reach us. You are here.

Frequently asked questions

Who is NexGen Architects?

NexGen Architects is an AI-native integration and delivery company based in London, United Kingdom. We design, deliver, and operate enterprise integrations across Salesforce, MuleSoft, SAP, ServiceNow, and the estates around them; we publish packaged connectors on the Salesforce AppExchange, starting with the ServiceNow Flow Connector; and we help enterprises put AI agents to work in production under proper governance. You can reach us at hello@nexgenarchitects.com or at www.nexgenarchitects.com.

Is NexGen Architects a consultancy or an AI company?

Both, deliberately. We deliver integration work the way a consultancy does — accountable people, fixed scope, honest advice — but the work itself is accelerated by AI agents operating inside review gates, with a named human approving what ships. The connector products and the agentic delivery model come from the same discipline: automate the repetitive engineering, keep humans answerable for the outcome, and hand over technology the client owns outright.

Who publishes the ServiceNow Flow Connector on the Salesforce AppExchange?

The ServiceNow Flow Connector is published by NexGen Architects. It is distributed as a Salesforce managed package through the AppExchange, which requires passing Salesforce's security review before publication. The connector exposes 45 ServiceNow operations to Salesforce Flow Builder and requires no middleware, no MuleSoft runtime, and no infrastructure of any kind.

How do I get support for the ServiceNow Flow Connector?

Email hello@nexgenarchitects.com — this covers configuration questions, bug reports, documentation issues, and feature requests. To get a fast, accurate answer, include the HTTP status code and response body from the failing call. That single detail usually identifies the cause immediately and, importantly, distinguishes a genuine connector issue from a ServiceNow ACL or role problem — which is what most reported issues turn out to be.

Can NexGen Architects help implement my integration?

Yes. Alongside the connector, we provide integration architecture, Salesforce and MuleSoft delivery, legacy modernisation, remediation of integrations that have gone wrong, and enablement of agentic automation platforms. Engagements typically start with a design conversation about what should be integrated and what should not — which is usually where the value is decided, well before anyone builds anything. Get in touch at hello@nexgenarchitects.com.

Will the connector support additional ServiceNow tables in future?

Yes — and coverage is driven directly by customer demand. Version 1.0.0 covers Incidents, Change Requests, Service Requests, Requested Items, Catalog Tasks, CMDB, Attachments, Journal entries, Knowledge, and Users. Known gaps include attachment binary upload and download, Knowledge authoring, and custom or arbitrary tables. If you need a table or operation that is not yet supported, email hello@nexgenarchitects.com; the roadmap is set by what customers actually ask for.

What other connectors are you building?

The portfolio is expanding along the seams enterprises most often ask Salesforce Flow to reach: AI and LLM gateways, customer service and ITSM platforms, developer and DevOps tooling, and core ERP and finance systems. We announce each connector when it is submitted for security review rather than before. Every one ships to the same standard as the ServiceNow Flow Connector — a security-reviewed managed package with every operation documented — and the build order is set by customer demand, so if you need a specific system, tell us.

What happens to my integration if NexGen Architects ceases trading?

Your flows keep running, because no part of the runtime path depends on us. The connector is a managed package installed in your own Salesforce org, calling your own ServiceNow instance directly. There is no NexGen server in the data path, no licence server to check in with, and no API key that can expire. You would lose future updates and our support, but the integration itself would continue to operate. This is a structural consequence of the zero-infrastructure design rather than a promise we are asking you to trust — and it is the same standard we hold every product and project to, including the work our AI agents produce.

How often is this documentation updated?

All six documents in this set are reviewed and re-stamped quarterly. Each carries a visible Updated date and a next-review date so you can tell at a glance whether what you are reading is current. This document set was last updated in July 2026 and is next scheduled for review in October 2026. If you find something out of date or incorrect, tell us at hello@nexgenarchitects.com and we will correct it.