

# Flexera Data Platform Solutions for ServiceNow®



## Introduction

Building all functions on a single ITSM platform drives efficiencies across the enterprise and ensures their alignment with business goals. The ServiceNow Platform and its single data model align all organizational functions around the same data — but ServiceNow’s value depends on the quality of that data.

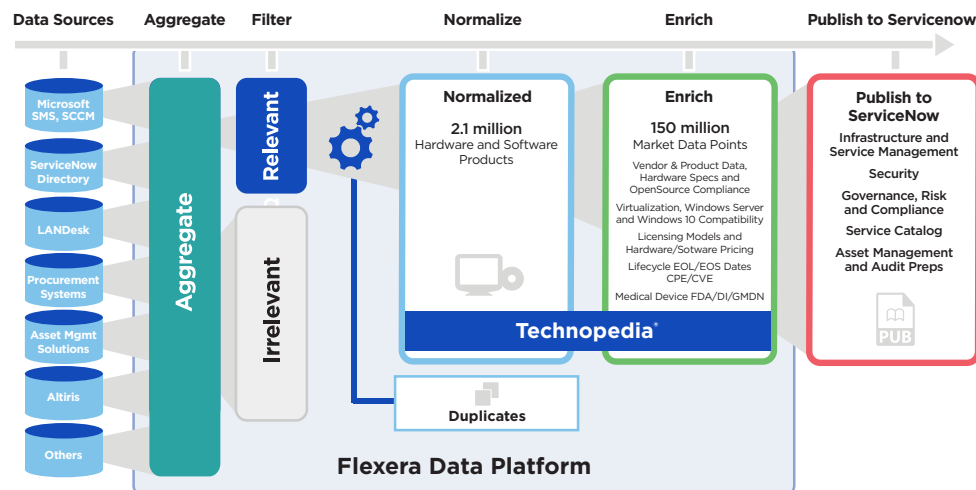
Enterprise technology data is spread across multiple disparate systems, and is highly complex, non-standard, and constantly changing. As a result, IT lacks visibility into the environment, cannot prepare adequately for vendor and regulatory compliance audits, takes longer to resolve issues, and struggles to automate processes.

This leads to significant problems:

- Money wasted on suboptimal asset usage
- Exposure to cybersecurity attacks
- Risk of noncompliance and associated penalties
- Outages resulting in lost business and productivity
- Inability to execute initiatives for competitive advantage

The Flexera Data Platform Solutions for ServiceNow protect the value of your ServiceNow investment by delivering consolidated, clean, enterprise asset data directly to the ServiceNow platform to drive CMDB, Software Asset Management (SAM), Service Desk, Orchestration, Vendor Performance, and other applications. This helps accelerate migration to ServiceNow as well as improving ROI and realizing efficiencies across ITIL processes.

## The Flexera Data Platform Solutions for ServiceNow



## At a Glance

The Data Platform offers certified ServiceNow integrations that accelerate migration, improve ROI, and realize efficiencies across ITIL processes by delivering clean data directly into the ServiceNow platform in a completely automated workflow. Leveraging Technopedia®, the most trusted and comprehensive hardware and software asset information source, the Data Platform solution consolidates data from multiple sources, makes it consistent, accurate and complete, and keeps it current on an ongoing basis to drive applications such as ITAM, CMDB, SAM and Service Desk.

## Key Benefits of the Platform

- ✓ Accelerate implementation
- ✓ Expand platform utilization
- ✓ Reduce costs through automation
- ✓ Gain visibility and optimize asset usage
- ✓ Build a reliable and accurate CMDB
- ✓ Improve service quality by reducing resolution times

## The Data Platform Value

The Data Platform delivers consistent, complete, continually updated CI/Asset data to the ServiceNow platform, enabling IT to spot, address, and prevent a broad range of data-related issues more efficiently.

### Incident, Problem and Change

#### Improve resolution times with accurate incident routing:

The Data Platform delivers consistent CI data that improves resolution times with automated and accurate routing of tickets through assignment rules. Tickets can be routed to a particular user or group based on criteria like product name, category, or version. The data is automatically kept up-to-date so IT does not have to manage complex queries manually.

**Evaluate change impact and coverage accurately:** Consistent and complete CI data is the first step toward achieving a functional CMDB, the single source of truth that enables accurate impact and coverage analysis for incidents, problems, and changes.

**Prioritize incidents intelligently:** Reliable CI data enables intelligent service-based prioritization so critical business services can be prioritized to improve availability and reduce downtime.

**Reduce incident rates:** Consistent CI data makes links between knowledge articles and product models and incidents more accurate so users can easily look up articles and fix known issues instead of creating new incident tickets.

**Improve first call resolution rates:** The Data Platform provides ready access to non-discoverable data and market information through Technopedia so Level 1 technicians can diagnose issues quickly and route them correctly for shorter resolution times and improved FCR rates.

**Detect problems from incidents faster:** Consistent CI and Asset data enables accurate grouping of incidents by product/CI models, revealing product-related problems sooner.

### ServiceNow Asset, SAM and Licensing

**Gain complete visibility into assets:** The Data Platform builds an entitlement profile by extracting licensing information from both structured and unstructured fields in the purchase order (PO). It also creates a deployment profile by consolidating and normalizing asset data across all data sources. Comparing the two provides end-to-end visibility into the environment.

**Achieve license compliance and be prepared for software vendor audits:** The Data Platform provides nondiscoverable data and market information required to determine license compliance for top vendors like Microsoft, Adobe, Oracle, and IBM. Combining this information with the entitlement and deployment profiles creates an accurate license compliance position for vendor audits.

#### Optimize asset usage and realize immediate savings:

Consistent asset data can be grouped accurately to determine asset utilization, then generate immediate savings by pinpointing unused and underutilized assets for decommissioning and redeployment.

#### Automatically populate Asset table and keep it current:

The Data Platform's certified integrations directly populate consolidated and normalized data into the ServiceNow Asset tables to keep them up-to-date.

## ServiceNow Configuration and CMDB

**Standardize CIs with a comprehensive asset information source of CI models and categories:** Technopedia contains more than 2.1 million unique software and hardware models with category and version information, providing a comprehensive reference product catalog to standardize CIs across all data sources.

**Consolidate CI data across systems:** The Data Platform's built-in data extractors help aggregate CI data across multiple data sources like ServiceNow Discovery, SCCM, and legacy CMDB systems. Normalize® then normalizes the data to provide consolidated and consistent CI data.

**Achieve high CMDB accuracy rates and keep CI data current:** Leveraging Technopedia, the most trusted and comprehensive hardware and software asset information source, The Data Platform delivers best in class coverage and accuracy for CI data and metadata. The Data Platform's certified integrations ensure that CI data and metadata remain up-to-date.

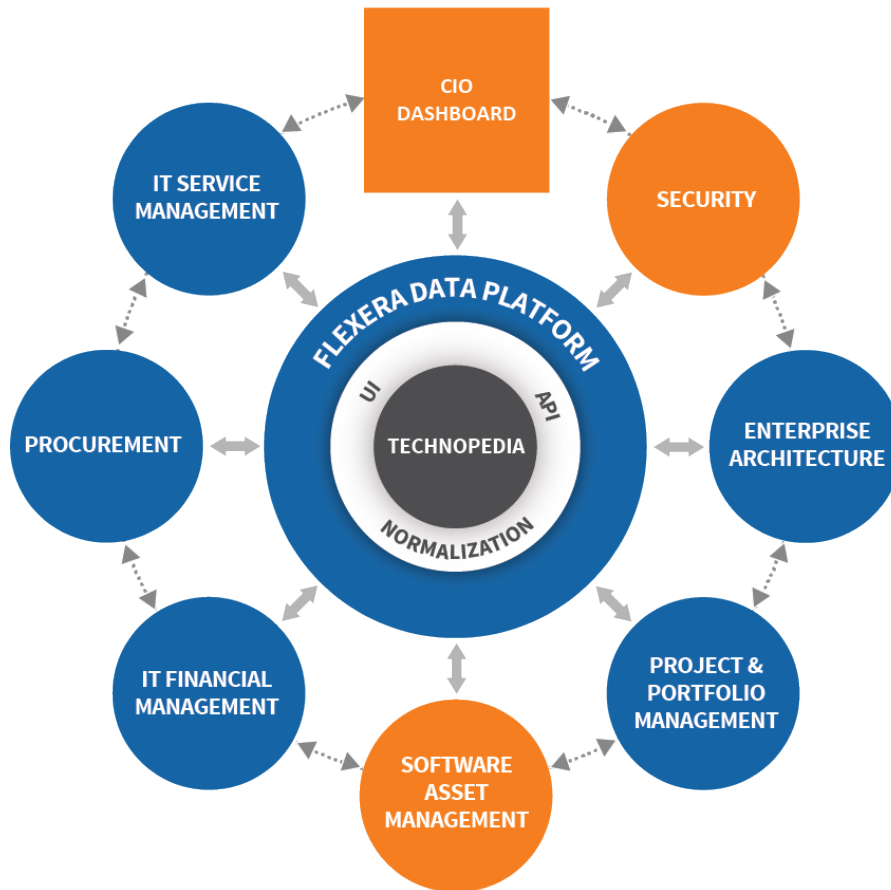
**Automate CMDB population by simplifying and cleansing discovery data:** The Data Platform takes raw discovery data, filters out noise, normalizes it, augments it with missing information, and automatically populates the CMDB with consistent, accurate, and complete CI data.

**Augment CI data with missing metadata:** The Data Platform solutions enrich the CI data with non-discoverable metadata and market information, including end-of-life dates, support type, OS compatibility, upgrade and downgrade paths, versioning and licensing information, and more. This information is critical for applications using the CMDB.

## Data Platform Product Suite

Product	Integration
<b>Technopedia®</b> <ul style="list-style-type: none"><li>The most trusted and comprehensive hardware and software asset information source with more than 2.1 million products</li><li>Best in class coverage and accuracy</li><li>Tested and proven process to keep up-to-date with more than 2,500 updates per day</li><li>More than 150 million data points of non-discoverable market data such as software end-of-life, CPU cores, licensing, etc.</li></ul>	<b>Technopedia for ServiceNow</b> <ul style="list-style-type: none"><li>Populates Model tables with comprehensive and categorized listing of software and hardware models, and non-discoverable market data like software end-of-life.</li><li>Supports vendor performance application by populating vendor table with comprehensive vendor listing and market data for more than 34,000 hardware and software vendors</li><li>Directly populates Asset/CMDB tables with normalized data from Normalize</li></ul>
<b>Normalize®</b> <ul style="list-style-type: none"><li>Normalizes discovery data from more than 40 popular data sources, including ServiceNow Discovery</li><li>Filters irrelevant data, de-duplicates across data sources and enriches with market data</li><li>Delivers categorized, consistent and accurate asset/CI models</li></ul>	<ul style="list-style-type: none"><li>Keeps the data up-to-date across data source changes, and product and market changes</li></ul>

# The Flexera Data Platform Delivers Comprehensive, Actionable Intelligence on all IT Assets to Improve the Management and Performance of your IT Infrastructure



## About Flexera

Flexera is reimagining the way software is bought, sold, managed and secured. We view the software industry as a supply chain, and make the business of buying and selling software and technology asset data more profitable, secure, and effective. Our Monetization and Security solutions help software sellers transform their business models, grow recurring revenues and minimize open source risk. Our Vulnerability and Software Asset Management (SAM) solutions strip waste and unpredictability out of procuring software, helping companies buy only the software and cloud services they need, manage what they have, and reduce compliance and security risk. Powering these solutions and the entire software supply chain, Flexera has built the world's largest and most comprehensive repository of market intelligence on technology assets. In business for 30+ years, our 1200+ employees are passionate about helping our 80,000+ customers generate millions in ROI every year. Visit us at [www.flexera.com](http://www.flexera.com).

## Find out more

For more information, call **+1 800-809-5659** or visit [www.flexera.com](http://www.flexera.com) to learn more about how Flexera can transform your technology asset data.