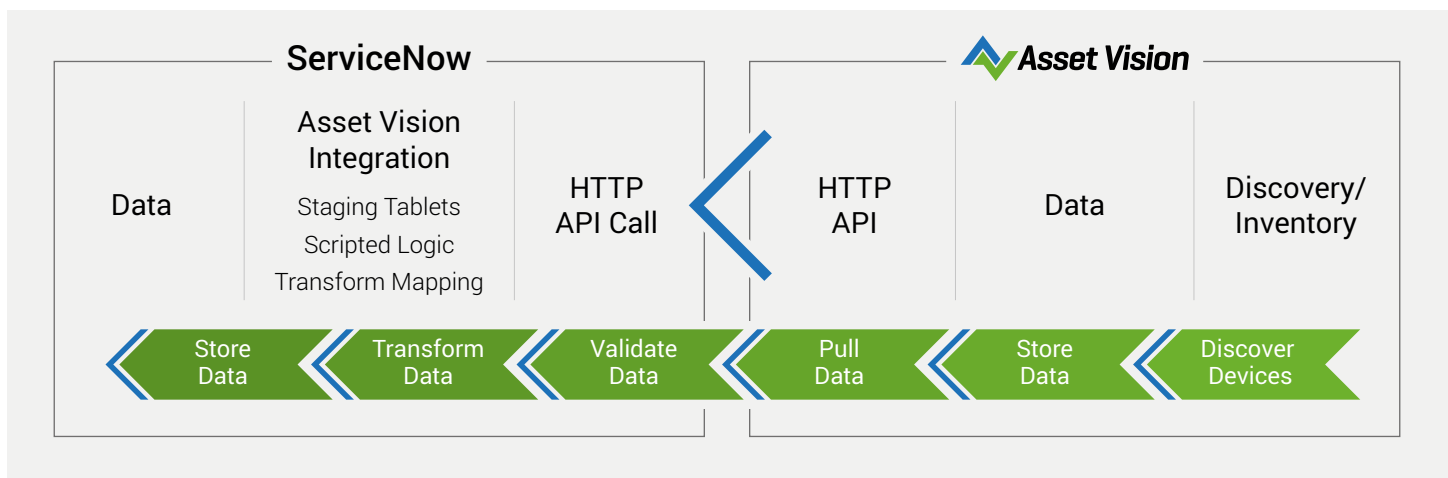# Asset Vision ServiceNow Integration

Trustworthy Data is Essential to Providing End User IT Service

When delivering IT support services, your staff must trust the accuracy of the asset data they are using to make service decisions. Your CMDB needs to be populated with the most accurate, relevant and up-to-date information as possible. Otherwise SLAs will be impacted, Root Cause Analysis processes will be delayed and customer satisfaction scores will be impacted.

Service Description

ServiceNow integration is delivered as a ServiceNow application that imports discovered and normalized asset data from Scalable Software's Asset Vision product. Once imported, the asset data is available for use by ServiceNow forms and workflows. Importing is performed via secure HTTPS based REST APIs. The diagram below shows the import workflow.

Key functionality

Import rich asset data. The asset data that can be imported covers both hardware and software, and benefits from Asset Vision's market leading data normalization and "plain English" naming.

Not just PCs. The discovery data covers not just PC devices, but internal components like CPU, RAM and network adapters. It can even include network devices like routers and switches.

Not just Software. The discovery data covers not just software package names, but normalized product names, publisher data and install dates too.

Import on your schedule. The timing and frequency of imports is configurable by the ServiceNow administration team, ensuring a smooth fit with existing processes.

Apply your customizations to imported data. Imported data can be processed during the import so that things like corporate naming or other customizations can be applied.

Import data to your transform map. The application is customer transform map aware, and provides opportunity for the customer to map where the imported, customized asset data will reside in the ServiceNow database schema.

Full audit trail. All import activity is recorded to the system log, and includes full details of dates, times, imports, errors, etc.

About Scalable

Founded in 2008 Scalable Software Limited is a leading supplier of innovative IT Asset Management software. Scalable's IT Asset Management solutions aim to assist IT Asset Managers and Software Asset Managers reduce compliance risk, minimize waste and cut costs.

For more information: **www.scalable.com** or **info@scalable.com**