Data Enhancement Solutions for ServiceNow™

Complete and accurate data is the foundation for all IT Service Management (ITSM) processes. If the data in your ITSM system or CMDB has gaps or is inconsistent since it is from a mix of different sources, your reporting may be limited and your program results will be less than you expected. If your users don't trust the available data, they'll be less likely to use the system as intended. To counter this problem, Eracent offers multiple data enhancement solutions that increase the quality, value and usefulness of any ServiceNow instance.

Discovery and Utilization Details

ITMC Discovery™ provides a complete and detailed picture of all devices and applications in your organization's network and computing environment, covering desktop, data center, virtual and mobile environments. It also monitors the usage of both on-premise and SaaS applications, providing essential details that support licensing and cost optimization efforts.

Cloud infrastructure usage metrics are provided for Amazon Web Services (AWS), Microsoft Azure, and other platforms to ensure that your organization is getting the most out of its investment. Cloud subnets, guest and host relationships, billing information and hypervisor-level details are included in reports.

To meet deeper IT Service Mapping requirements, Eracent's Application Dependency Mapping and Infrastructure Mapping provide another layer of detail, which can include server hardware, software applications and versions/patch levels, how these devices and applications are connected and communicate, and how they work together and impact one another.

ITMC Discovery is proven to be scalable to hundreds of thousands of devices in complex global environments, making it a perfect choice to provide full coverage for enterprises of all sizes.

Data Normalization

ServiceNow instances are typically populated with data from various discovery tools and other sources. This often leads to duplication of items and inconsistent naming conventions, decreasing the usefulness and reliability of the data. Eracent's SCANMAN™ Data Normalization process transforms and streamlines inconsistent data from multiple sources. Raw, "noisy" discovery data from SCCM™, ServiceNow Discovery, and other tools can be refined and presented with standard naming conventions, resulting in a data set that is easy to understand and can be used with confidence.

Product Enrichment and End-of-Life Data

Building a comprehensive and accurate product catalog can be a challenge. Since multiple data sources with different levels of detail are often used, the consistency and quality of the resulting data can vary significantly.

To bridge these data gaps, Eracent offers IT-Pedia®, a comprehensive IT product data library that is an invaluable tool for building and maintaining asset and service catalogs. It provides non-discoverable details about millions of IT products of all types in one convenient, easy to access source. This enrichment data, which is based around SKUs and manufacturer product codes, includes many key attributes such as:

- Classifications and UNSPSCs®
- Makes, models, application names, versions and editions
- Applicable licensing programs, product use rights and pricing options
- Extended hardware attributes such as weight, physical dimensions and power usage

IT-Pedia also provides critical End-of-Life (EOL and End-of-Support (EOS dates for software applications and hardware. This information is crucial when planning refresh cycles to ensure future compatibility and avoid security risks around obsolete application versions that can no longer be patched.

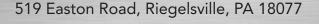IT-Pedia is updated daily and is available as a subscription service.

Software License Optimization

One of the most valuable uses for your complete, normalized data set is the ability to conduct regular, automated license reconciliation and optimization reporting for your software portfolio. Specialized Continuous License Reconciliation (CLR)™ modules calculate effective license position reports and provide license optimization recommendations. This helps ensure compliance around license entitlements, minimizes publisher audit risk, and reduces software expenditures when renewing maintenance and subscriptions.

CLR modules are available to manage any product that uses common license models, as well as products that are licensed under complex models including IBM's Processor Value Unit (PVU) and Sub-capacity based applications, Oracle® database applications, SAP® applications and Engines, Microsoft SQL Server, and others. Detailed usage metrics are also provided for SaaS applications. Reconciliation results can be automatically loaded to associated models and records in ServiceNow instances.

Eracent offers several pre-built, bi-directional integration options with ServiceNow to share data between the systems. These include APIs and Now-Certified integration that is available via the ServiceNow App Store.

To learn more about how Eracent can help you get the most out of your ServiceNow instance, contact Eracent today!

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