

## *Integrating License Management, CMDB and Data Quality systems enhances ITSM processes and confidence in your data*

### Features & Benefits

- Reduced operational overhead managing asset and inventory records
- Automated lifecycle management for hardware assets/CIs
- Enhanced capability for license optimisation
- Automated, rules-based data refresh
- Consistent, normalised view of data across management systems
- Tailor sources of truth per object class to align to enterprise architecture



### Overview

TMG has a range of solutions for integrating Flexera FlexNet Manager Suite (FNMS) and ServiceNow, designed to improve data integrity and automate ITSM and ITAM processes. The AirTrack data quality management solution is a powerful tool to help remediate process gaps and maintain confidence in these critical management systems.

### Use Cases:

- **Asset Manager:** Auto-retirement of HW assets in FNMS, based on trusted ServiceNow change processes. Enhanced ability to identify missing assets, and understand relationships between assets, owners and business / application services
- **Licensing Manager:** Utilise dynamically updated server-role /environment data from ServiceNow to leverage non-production product use rights in FNMS, reducing overall licensing spend.
- **Configuration Manager:** Normalised installation data from FNMS streamlines computer-application-service relationship mapping in ServiceNow, enhancing Service Impact Management. Import contract records from FNMS to reduce over-servicing customers on support contracts.
- **Cyber Security Officer:** Use the consolidated data in AirTrack to accurately report on active computers in the environment, their location and operational status.

## TMG Solutions

- *ServiceNow to FNMS 'Lite'*
  - Simple integration to extract Status, Computer Environment (Production / DR / Test / Dev) and linked user (Managed By, Owner, Assigned) from ServiceNow and update asset and inventory records in FNMS. Assists with optimal software license distribution between production and non-production
- *Flexera native ServiceNow connector*
  - Transfer hardware inventory, applications and/or contract data from FNMS to ServiceNow, and hardware assets and/or contracts from ServiceNow to FNMS
- *TMG HW Asset Lifecycle Management Solution*
  - ServiceNow integration plus additional logic to provide more granular control of asset lifecycle (e.g. ability to detect and flag 'missing' assets) and additional logging/reporting
- *ServiceNow adapter for AirTrack*
  - Import ServiceNow computer CIs into AirTrack to dynamically compare against other sources – including FNMS - to identify gaps in ServiceNow inventory coverage. Useful for highlighting discrepancies in asset status, e.g. decommissioned in ServiceNow but active in other systems
- *Custom Solutions*
  - TMG can build solutions tailored for your environment, for example to integrate ServiceNow business/application service data in FNMS

Function	ServiceNow to FNMS Lite	Flexera ServiceNow connector		TMG HW Asset Mgmt	AirTrack
		FNMS to ServiceNow	ServiceNow to FNMS		
Create/update HW asset details		●	●	●	
Update application / install records		●		●	
Create/update contracts		●	●	●	
Retire/activate assets & inventory	●	●	●	●	
Flag assets as missing				●	
Set computer device role (prod/non-prod)	●			●	
Update linked user attributes for assets and/or inventory	●			●	
Identify obsolete / inaccurate records					●
Customise adapter	●			●	