Lansweeper

5 REASONS TO INTEGRATE LANSWEEPER

WITH YOUR SERVICENOW CMDB

www.lansweeper.com

According to Aberdeen Group, the cost of downtime has risen 60% since 2014. Today, each hour of downtime costs organizations an average of $260,000.
Often the first time that IT knows about a business service outage is when end users complain. Proactively addressing business service outages before they start is not only essential for making services, but for helping to prevent devastating financial losses, as well. An accurate CMDB helps you identify, diagnose and fix service outages faster.

But what happens if the data stored within the ServiceNow CMDB is incomplete, inaccurate, or out of date?

In this e-book, we have a look at the 5 reasons why an accurate CMDB should be considered the highest priority for all IT leaders.

1. IT Asset Data Quality Gaps Affect Business Outcomes
2. CMDB Accuracy is Critical for Service Management & Infrastructure Support Teams
3. IT Service Managers
4. Achieving an accurate CMDB is only possible with end-to-end automation
5. Lansweeper Products plus the ServiceNow Platform – a simple yet powerful combination

1. IT Asset Data Quality Gaps Affect Business Outcomes

Gartner says that "99% of organizations using CMDB tooling that do not confront configuration item (CI) data quality gaps will experience visible business disruptions."

Companies need an end-to-end solution to rapidly and easily discover their IT assets and automatically synchronise the discovered assets into the organisational CMDB.

The asset data, and subsequent CMDB/CI data, in this end-to-end chain needs to be accurate or else they risk making decisions or running sub-standard ITIL processes.

It's impossible to obtain an accurate, up-to-date view of IT assets and CMDB CIs if this critical data is being maintained manually.
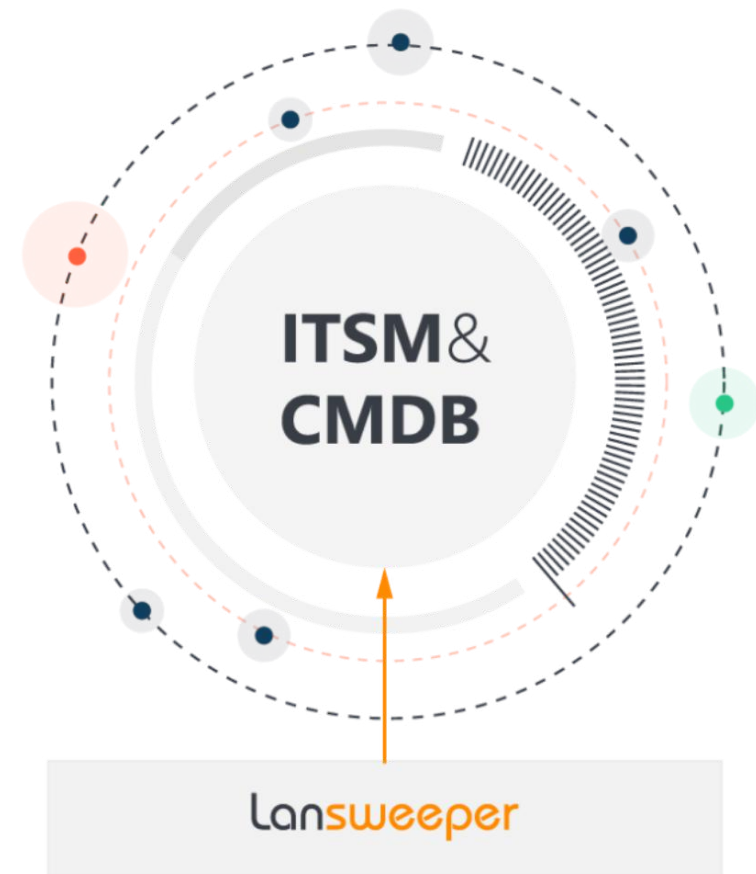
2. CMDB Accuracy is Critical for Service Management & Infrastructure Support Teams

A high performing IT Service Management (ITSM) function is critical to the successful operation of every IT organisation in small, medium and large enterprises. A Service Management platform like ServiceNow (the world leading ITSM platform vendor) is key to the success of an organisation's ITSM operation, and the most fundamental component of ServiceNow's ITSM functionality is the CMDB.

Without an accurate CMDB all major ITSM processes break down. This includes critical processes such as Incident Management, Critical Incident Management, Problem Management, Change Management, Release Management and Service Request Management.

It's difficult to imagine running a high performing IT organisation without these critical ITSM processes operating effectively. Yet without an accurate CMDB all of these upstream processes are seriously degraded. So what's required to achieve an accurate CMDB?

Timeliness

IT assets need to be automatically discovered using a rapid to deploy and easy to maintain product such as Lansweeper.

CMDB Configuration Items (CI's) need to be automatically maintained (created and updated) to the maximum extent possible using IT assets found by the discovery product.

Automated and rapid synchronisation between the discovery data and the CMDB CI data ensures Service Management functions and infrastructure teams are making decisions on up-to-date data.

Comprehensiveness

The CMDB needs to contain a CI for every deployed IT Asset. Missing CI's leads to missing CI relationships which in turn creates a significant risk to processes such as Change Management and Critical Incident Management in particular.

Completeness

The maximum amount of CI attributes needs to be populated so support teams are performing operations with a complete picture of each CI.

3. IT Service Managers

CMDB managers and IT Infrastructure Managers must treat their CMDB as one of the highest value assets of their organisation as an accurate CMDB delivers value beyond the IT organisation alone.

HR, risk, governance and compliance and finance functions all benefit trustworthy data in the CMDB as the basis for decision making:

Security teams have increased pressure to accommodate work-from-anywhere scenarios to effectively manage end-point security.
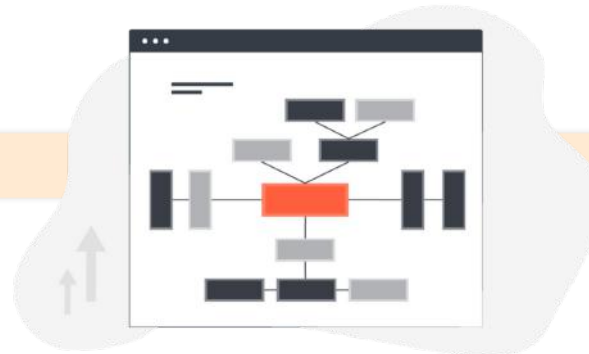
Governance and compliance teams must ensure that their organization is following regulatory requirements like SOX, HIPAA, PCI and others to avoid costly fines.

Finance teams need complete visibility into current hardware and software information to align financial planning decisions with accurate data.

Jeffrey Hausman,
SVP & GM, IT Workflows
Operations Management
at ServiceNow

"ServiceNow is leading the future of work by creating great experiences for businesses. We are pleased to have Lansweeper integrate its own Service Graph Connector to help further enhance satisfaction, build trust, accelerate time to value, and reduce risk for our joint customers."

4. Achieving an accurate CMDB is only possible with end-to-end automation

Manually maintaining a CMDB fully or even partially is costly, error-prone and will ultimately undermine the organisation's critical ITSM processes and the effectiveness of Infrastructure Support Teams.

The key to achieving an accurate CMDB relies on automation, in particular from the following two components:

01. Automated IT Asset Discovery: This is achieved using Lansweeper's comprehensive IT discovery and inventory technology deployed rapidly in even the largest organisations.

02. Automated synchronisation of asset data into the CMDB: This is achieved using integration technology which intelligently synchronises asset information discovered by Lansweeper into your ServiceNow CMDB.

The combination of these two components ensures new or changed IT assets are rapidly discovered and persisted into the CMDB with comprehensive attribute information maintained against each CI.

Most importantly, key relationships between infrastructure CI's are automatically derived, created and maintained in the CMDB.

Lansweeper's low cost and fast to implement discovery technology, combined with the Lansweeper-to-CMDB integration applications described below, enable organisations to rapidly achieve a highly accurate CMDB and deliver dramatically improved value to stakeholders across the business.

IT organisations will experience fewer unplanned outages, a reduction in the time-to-restore services when managing critical incidents and improved quality of service request delivery to internal customers.
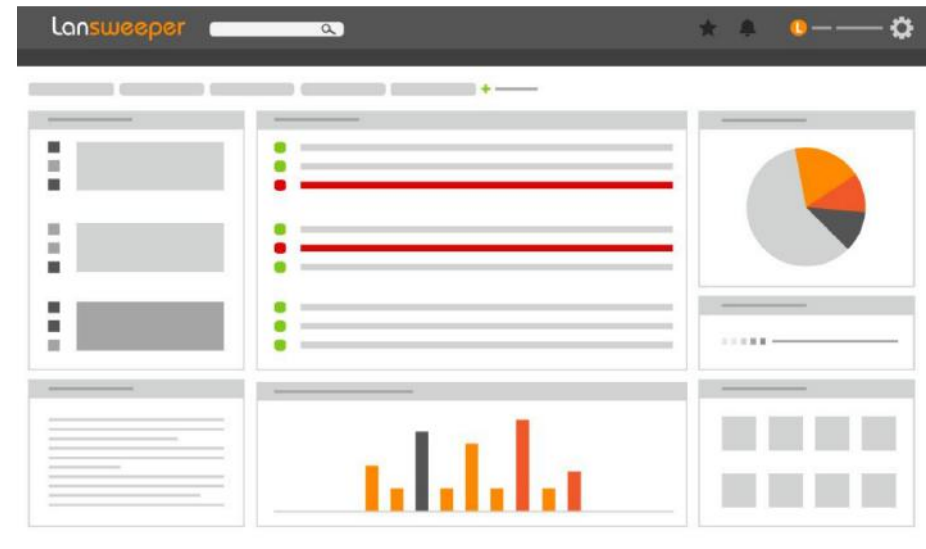
**Cassandra Lloyd,
Alliances Partner Manager
at Lansweeper**

"Organizations are increasingly looking for ways to get more value out of their technology investments. It's essential this data is up-to-date and complete. By integrating our automated IT asset discovery platform organizations can let our agentless discovery and credential-free recognition capabilities help them in keeping their CMDB accurate and up-to-date, automatically. This benefits them not only in accuracy but also in reducing manual workload, thus freeing up resources to work on mission-critical tasks."

5. Lansweeper Products plus the ServiceNow Platform – a simple yet powerful combination

All of the above can be achieved through rapid and simple integration between Lansweeper and ServiceNow.

Lansweeper's agentless IT asset discovery and inventory platform provides complete visibility into an organizations current IT estate, enabling accurate data that system admins can populate into their CMDBs. The integration between Lansweeper and ServiceNow ensures that all the IT asset data is accurate, current, and automatically synchronised with ServiceNow to achieve high-quality and automated CMDB data.

Business disruptions resulting from poorly maintained data are reduced significantly, allowing company leaders to rest assured that as they're making business decisions for security, finance, governance and compliance, and more, there are no gaps in their mission-critical IT asset data.

Before and After: The Lansweeper Difference

What was it like maintaining ServiceNow's CMDB before Lansweeper? Here's a before-and-after summary:

Before

Prior to the integration with Lansweeper, ServiceNow users often had incomplete asset visibility and had to perform manual input and management tasks to keep the CMDB up-to-date. Installing agents on devices was necessary for tracking them, and this required manual configuration. Unfortunately, due to all the slow, manual updates and configuration requirements, IT teams often had to work with stale and duplicate data, and manually correlate the data to ensure accuracy and completeness.

After

Lansweeper's integration with ServiceNow enables data sharing and workflows that are driven by a single source of truth -- a centralized IT asset inventory that is always complete, accurate, and up-to-date. Lansweeper data is automatically synced with ServiceNow, eliminating all manual tasks associated with collecting, inputting, and updating IT asset data in the CMDB. No agent installations or credentials needed -- Lansweeper's agentless scanning works across all devices -- IT, OT, and IoT -- for agentless, credential-free discovery.

servicenow.

Without Lansweeper	With Lansweeper
Incomplete Asset Visibility	Complete Asset Discovery & Inventory
Snapshot in Time Inventory	Automated IT, IoT, OT Device Discovery
Manual Input & Management	Accurate, Current Inventory of Asset Data
Agents & Manual Configuration	Data Federation & Normalization
Stale & Duplicate Data	Agentless Discovery
Manual Correlation of Data	Service Graph Integration

Book a 15 min discovery call with Lansweeper to learn how you can improve the health of your CMDB and reduce the risk your IT assets pose to your organisation

Book a 15 min discovery call

Thank you for your interest in Lansweeper

Questions?

Click here to book your 15 min discovery call