Automated Entitlements

Automate or follow a playbook to import and create procurement data

The importing and management of software license entitlements is vital to knowing what licenses you have and for maintaining your compliance with each software publisher. The problem is that it's a lot of unnecessary manual work. ServiceNow® Software Asset Management (SAM) gives you multiple ways to bring in your entitlements.
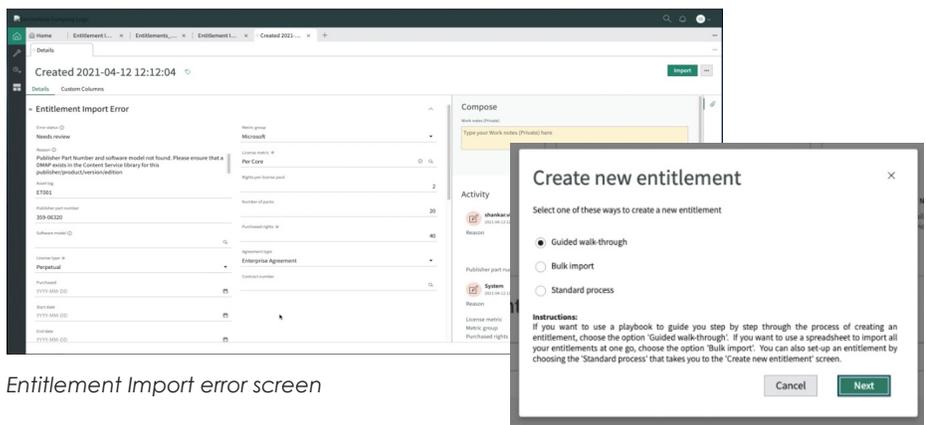
The playbook – a guided walk-through

You can use the guided playbook for software entitlement creation, which follows an order of operations. This allows for more automation while highlighting the key data points that need to be filled out for the type of entitlement in question (e.g. SaaS, on-premises). This playbook will not only step you through the process of filling in the appropriate data, but it will also autofill data that the system already knows, speeding up your data entry. However, errors can occur, so there is also live error handling included to increase the accuracy at time of entitlement creation. And if you don't complete the entitlement, progress tracking will save your work for you to do so later. Your entitlement playbook helps increase data accuracy and confidence before you run any software reconciliations or face an auditor.

Bulk entitlement imports

There are times as a software asset manager when you need to import multiple software entitlements. ServiceNow offers the capability to perform bulk imports. To make sure you have imported your bulk entitlements properly, this workflow offers more in the way of increased traceability and visibility.

The enhanced bulk entitlement import ties an import record to each bulk import. Any import errors are made visible and can be corrected within the same intuitive UI. This guided experience leads you through what changes need to be made for each record to ensure you have a successful import into the system. An activity stream tracks the import history, so software asset managers know where they left off and what updates they still need to complete.

Entitlement Import error screen

If you already have a current way for inputting entitlements and want to stick with it, we won't get in the way. You can select the standard process and manually input all the data related to your software entitlements.

ServiceNow SAM entitlement processes are built to help you increase efficiency and confidence in your entitlement data.

Standardize entitlement import and import error resolution

Speed up time to value

Drastically improve time to value by automating the process of importing procurement data

Improve data accuracy

Leverage the Content Library and Normalization Engine to accurately identify and categorize software from procurement data

Self service requests

Software asset management works with ITSM for employees requesting new software (with associated entitlement), hardware and peripherals in the service catalog which can get fulfilled in less than an hour instead of days.

How much can you save with SAM?

Calculate potential software savings with our Forrester Certified SAM Value Calculator: **Click here!**

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