

Software Asset Connections

Bring third-party discovery data into ServiceNow

Organizations can have quite an array of discovery tools in use simultaneously. These discovery tools have information about the endpoint that can be accessed through OS management APIs. To simplify, customers typically use ServiceNow Discovery for datacenter environments and Agent Client Collector for endpoints. However, on occasion customers may prefer to use other tools, provided they will capture the right licensing attributes.

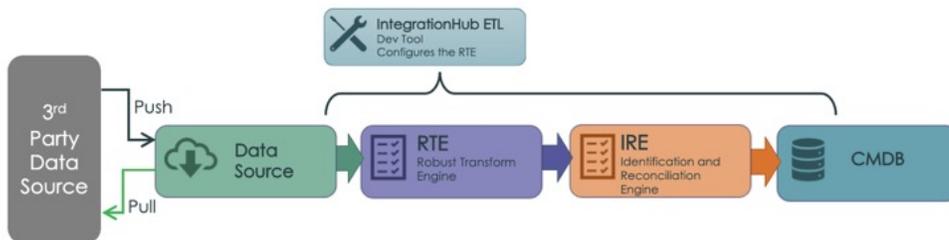
Software Asset Connections will ingest any third-party discovery source with an API and use it in tandem with the Identification and Reconciliation Engine (IRE) to de-duplicate items discovered.

Enabled workflows

A combination of Microsoft Intune and Microsoft's System Center Configuration Manager (SCCM) agent or BigFix are often used on Windows devices. Jamf is a widely used agent with Apple devices such as Macs, iPads, and iPhones. These discovery method connections are ready to go out of the box for Software Asset Management. End point data can be used in ITAM workflows delivering greater visibility, compliance, governance, purchasing, and planning. A few of the workflows enabled include:

- Inventory for software package and installation tracking
- Compliance tracking
- Software usage tracking
- Software editions for normalizing publisher/product information
- Removal of reclamation candidate software from the device
- Integration with SAM and client software distribution workflows

Other endpoint discovery solutions



Other notable endpoint discovery solutions available through Service Graph connectors include endpoint management options that query devices to discover data about workstations, servers, and cloud instances, whether that endpoint is on or off the corporate network. And there are Service Graph connectors to IoT management and security vendors that help ensure these devices don't pose a threat to your network, plus provide discovery information about the IoT devices. For more information on current connectors, visit store.servicenow.com and search for "service graph."

Ingest and use data from multiple discovery tools

Hybrid Discovery

ServiceNow Discovery for datacenter and hybrid clouds

Native agent

Agent Client Collector by ServiceNow serves an array of use cases beyond just SAM

Ready-to-go Connections

Out of the box connections like SCCM, BigFix and Jamf can be leveraged for software end points

Easily connect via low-code

Don't see a Service Graph connection in the ServiceNow Store for your discovery source? Build one using low-code no-code framework

How much can you save with SAM?

Calculate potential software savings with our Forrester Certified SAM Value Calculator: [Click here!](#)

Understanding the scope of discovery

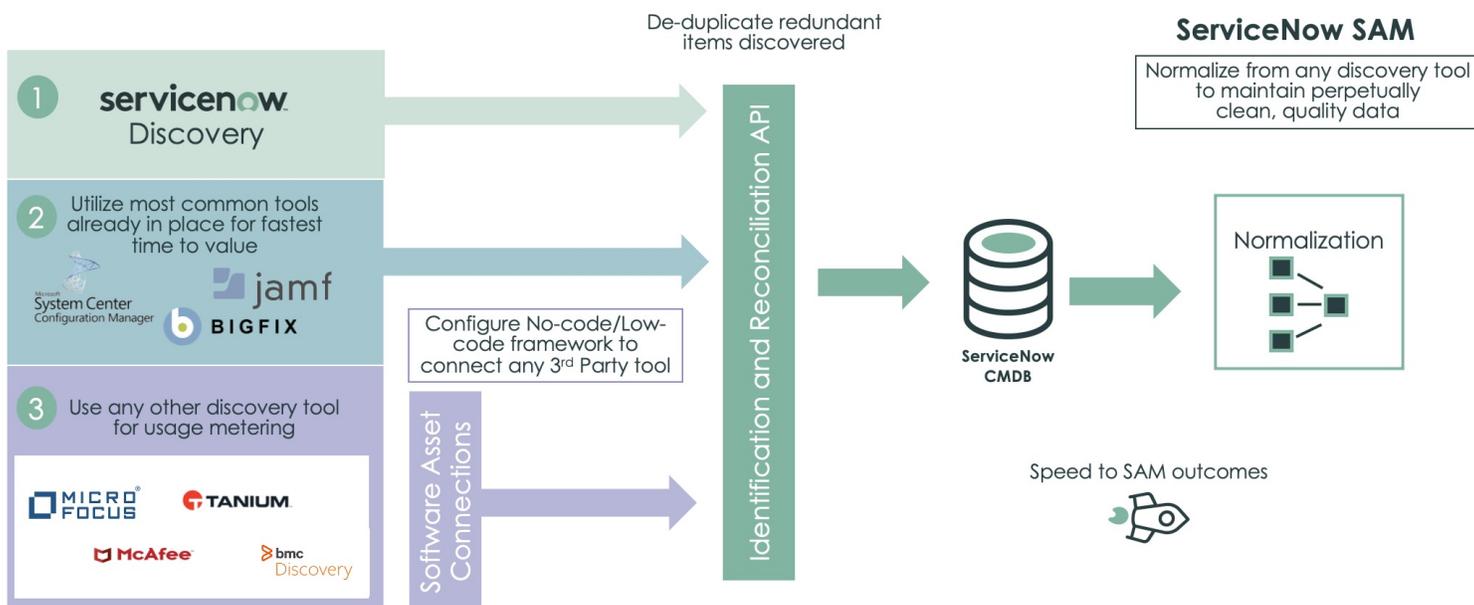
Using only connectors to populate your system of record could make the job of building a healthy CMDB more difficult. As part of your overall discovery strategy, it is important to know the scope of discovery from your third-party discovery methods. This will help you determine:

- if the third-party source will provide you with configuration item (CI) data your primary discovery tool doesn't;
- if your CMDB will gain value from the third-party discovery data; and
- whether the third-party discovery provides more near-time or real-time data from devices or sources that require more frequent data.

If you're looking to populate an accurate and service-aware CMDB, bringing data in only via Service Graph connectors is not the right approach. We recommend having one or two main discovery methods in place to do the bulk of your discovery and then augment them with Service Graph connectors to pull specific data from devices and systems.



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Having a community of vendors to develop Service Graph connectors helps you leverage a better overall data visibility experience. There are similar setup and operations between all third-party connectors with the ability to use a common services data model (CSDM) to move data to and from the CMDB. The community helps streamline the process for creating connectors for partners (ISVs), which will increase the number of asset-related data points you can use to build the layers of your visibility and the intelligence in your workflows.

