flexera™

Give your service desk solution a solid foundation of accurate, up-to-date information

» POWERFUL DATA FOR SUCCESSFUL ITSM

It's crucial to have excellent data in place to ensure a successful implementation and to maximize the investment in your ITSM tool. Snow ITSM Enhancer enables organizations to leverage the power of software asset management intelligence to automatically populate the CMDB with cleansed, normalized data. The result is a consistent, reliable, up-to-date software model. This change improves the data quality for numerous processes such as populating the product and service catalogs, service management and procurement.

Increase service desk and business unit productivity

The daily automatic update from Snow ITSM Enhancer drives greater productivity for service or help desk technicians. Your IT service desk can easily see who is using which asset, allowing them to quickly diagnose problems, identify common solutions and promptly return end users to productivity.

Deliver IT projects on time and on budget

Investment decisions to upgrade or implement new projects such as digital transformation or system migrations are delivered on time and run to budget. When successfully implemented, these projects are scoped and planned on strong, reliable, accurate data. IT customer satisfaction rates soar, and business stakeholders achieve their business goals faster.

Shared value across ITOM, ITAM, ITSM and INFOSEC teams

CIOs will oftentimes tap the IT Service Desk team for cost optimization scenarios, planning out future software updates, or jump into security-related projects. By getting the rich data from our asset management solutions into the CMDB, the IT Operations team can marry the license availability and usage data with help desk ticket volumes. With this enriched data, IT Service Desk teams can fully answer the following questions—and more:

- How many employees are using Microsoft Teams and Zoom?

- How often do users experience issues?

- Is there value in using just one of these products?

- What would be the business impact of using just one of these products?

Benefits

Enrich CMDB quality

- Achieve a consistent source of cleansed, normalized and accurate asset information
- Support critical ITIL and service management processes
- Achieve fast ROI on investment in your ITSM tool
- Leverage the breadth of more than 750,000 normalized titles while also pulling in end-of-life and end-of-support data

Integrate license availability to software requests

- Populate the CMDB with full license availability and usage to see re-harvesting opportunities
- Provision software automatically and reduce manual overhead
- Facilitate efficient self-service license requests
- Eliminate unnecessary license spend

Decrease resolution times

- View asset data within the support ticket to ensure fast and accurate resolution
- See end-of-life and end-of support dates to proactively manage upgrades and conversions
- Improve customer satisfaction by increasing efficiency and minimizing errors

Improve product and service catalogs

- Maintain up-to-date product and service catalogs to enhance self-service options
- Minimize effort associated with updating catalogs
- Provide accurate data to ensure reliant services succeed

Native ITSM integrations

servicenow®   bmc   TOPdesk   Cherwell* SOFTWARE™

* *Cherwell does not integrate with Snow Atlas.*

About Flexera

Flexera helps organizations understand and maximize the value of their technology, saving billions of dollars in wasted spend. Powered by the Flexera Technology Intelligence Platform, our award-winning IT asset management, FinOps and SaaS management solutions provide comprehensive visibility and actionable insights on an organization's entire IT ecosystem. This intelligence enables IT, finance, procurement and cloud teams to address skyrocketing costs, optimize spend, mitigate risk and identify opportunities to create positive business outcomes.

More than 50,000 global organizations rely on Flexera and its Technopedia reference library, the largest repository of technology asset data. Learn more at **flexera.com**

» NEXT STEPS

Ready to accelerate CMDB quality for your business?

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