

Nlyte CMDB Connector for Ivanti Service Manager



DATA SHEET



Today's businesses are evolving at warp speed as more and more data are being collected and analyzed. As such, businesses depend on technology to gain and maintain competitive edge. This translates into more pressure on IT service organizations to keep pace with an unprecedented degree of business change. Yet the technology and processes currently in place are often not flexible and scalable enough to tackle business challenges head on.

To keep up with evolving business needs, IT service organizations need modern, flexible and intuitive service and support technology to facilitate the flow of information among people, teams and departments.

Ivanti Service Management CMDB allows you to manage configuration items (CI) that make up the services and IT infrastructure supported by the service desk. Define, identify, and report on configuration items across the IT landscape and their relationships, including incident, problem and change records. Perform configuration management analysis so proper monitoring and cost savings can be achieved.

Going even further, the Nlyte Ivanti Service Management CMDB Connector helps you synchronize key data center physical asset information with your overall configuration management data base (CMDB). With the Connector, a user conducts an initial load, reconciles the information and then synchronizes going forward at a user-defined interval.

Asset information can be shared either uni-directionally or even bi-directionally to serve any number of purposes, effectively giving IT systems previously unknown visibility to physical asset information.

Nlyte Ivanti Service Management CMDB Connector Benefits:

- Rapid deployment of integration between Nlyte and Ivanti Service Management CMDB
- Avoids expensive custom integration development
- Enable faster moves, adds and changes by allowing pre-planning for asset lifecycle management: asset procurement stages can now be connected to the deployment process
- Simplified management of moves, adds and changes by securing "single pane of truth"
- Enriches capacity optimization by linking physical capacity to compute capacity by bringing the physical layer of information into the CMDB
- Reduce redundant information
- Enhances asset lifecycle management by connecting the physical status with the IT and procurement status
- Improve Mean Time to Repair-improve Service Desk SLA's by tying physical location to an ITSM request
- Gain faster root-cause analysis and improved event correlation as physical location of assets and applications on those assets become visible to the ITSM environment
- Align ITSM functions with their business drivers
- Improve the financial management of your assets with accurate asset lifecycle management – "Dock to Decom"- get updates as changes occur

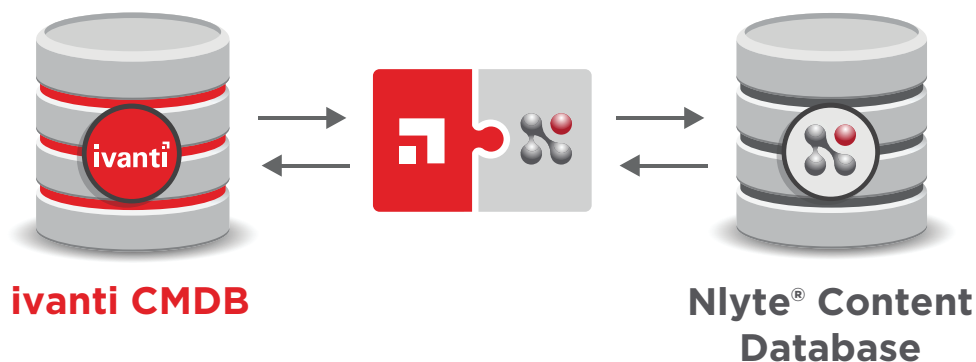
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Nlyte Ivanti Service Management CMDB Connector Features & Capabilities:

- Aligns business processes across multiple departments and software platforms
- Provides smooth transition between the Ivanti Service Management application and Nlyte
- Correlates critical data related to the installation, movement or decommissioning of data center equipment
- Utilizing Nlyte's industry-leading API-based framework, Nlyte can update the Ivanti Service Management system with the current status of the asset as it pertains to the Nlyte device lifecycle status
- Changes to asset lifecycle can be synchronized bi- directionally

Prerequisites:

- Ivanti Service Management CMDB 2014.3 or SaaS
- Nlyte 11.0.100 or higher



FOR MORE INFORMATION

- Contact Us: info@nlyte.com
- Visit Us: www.nlyte.com

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About Nlyte

Since 2004 Nlyte has been committed to helping organizations optimize the management of their IT assets. Nlyte automates the discovery, workflow management, and reporting across the entire technology stack, physical, virtual, and edge, including software and IoT devices. Nlyte reduces costs and risk while improving efficiency and transparency for the entire organization.

The world's most sophisticated IT organizations use Nlyte's comprehensive out-of-the-box ready software solutions. Nlyte's commitment to optimize asset management, making it easier for people to do their job more efficiently and improve agility across the global organization, continues to develop a loyal following of customers.