

# AppBroker Software for ServiceNow

Extend the power of your ServiceNow Service Catalog, optimize your software license usage, and automate the deployment of PC, Mac, mobile, and cloud applications to employees

## Benefits to Your Organization:

- Populates the ServiceNow Service Catalog with available applications
- Increases governance over application usage and compliance with licensing agreements
- Reduces spending on software and maximizes software usage
- Increases IT responsiveness by automating software delivery across complex enterprise environments
- Empowers business users with a single place to access and download on premise, cloud-based or mobile applications from the ServiceNow Service Portal
- Reduces support costs through decreased service desk call volumes to improve user satisfaction on both sides of the IT Service Desk

## Automate Software Governance and Delivery

Companies are investing time and money into the development of a single entry-point for all request types within the organization, but the increasing complexity of today's enterprise environments can make this a challenge. Flexera introduces a solution that snaps-in to your ServiceNow environment and provides a definitive list of software services, enables software license governance and on-going optimization, and accelerates the fulfillment of software requests to any device.

Software license agreements and license models are highly complex. It's difficult for customers to control costs and derive maximum business value from software while trying to maintain compliance with licensing terms.

Enterprises are frequently out of license compliance for some vendors and applications, and over-subscribed for others. By verifying license requirements and availability at the time employees request applications, governance can be automated and IT can ensure that no software is installed without a license.

## AppBroker™ Software for ServiceNow®

addresses the business's need to use ServiceNow as the IT system of record while controlling the distribution of approved and authorized applications and the user's expectations of a consumer-driven experience for accessing IT services in the workplace.

## Solution Highlights

### Populate the ServiceNow Service Catalog:

- Maintain an authorized list of available software services
- Enable a single service portal for all requests

## Automate License Governance and Optimization:

- Perform an advanced license check at time of request
- Evaluate product use rights
- Reserve available licenses
- Harvest unused software through automated reclamation

## Automate Software Deployment:

- Monitor installation and initiate proactive support
- Provision cloud apps, like Microsoft® Office 365, Box, and Salesforce
- Deploy PC, Mac, and mobile apps with built-in integration
  - Microsoft System Center Configuration Manager
  - Symantec™ Client Management Suite
  - VMware AirWatch®
  - Casper Suite/Jamf Pro

## How It Works

AppBroker Software for ServiceNow leverages asset management data from FlexNet Manager Suite, including license entitlement data, to ensure proper governance and compliance over the request and installation of software.

An employee, who needs software, visits ServiceNow Service Portal to request applications. Through ServiceNow Orchestration, AppBroker first evaluates Product Use Rights to determine whether a license is required. When a license is required, AppBroker checks for an available license and reserves it to ensure on-going software license compliance.

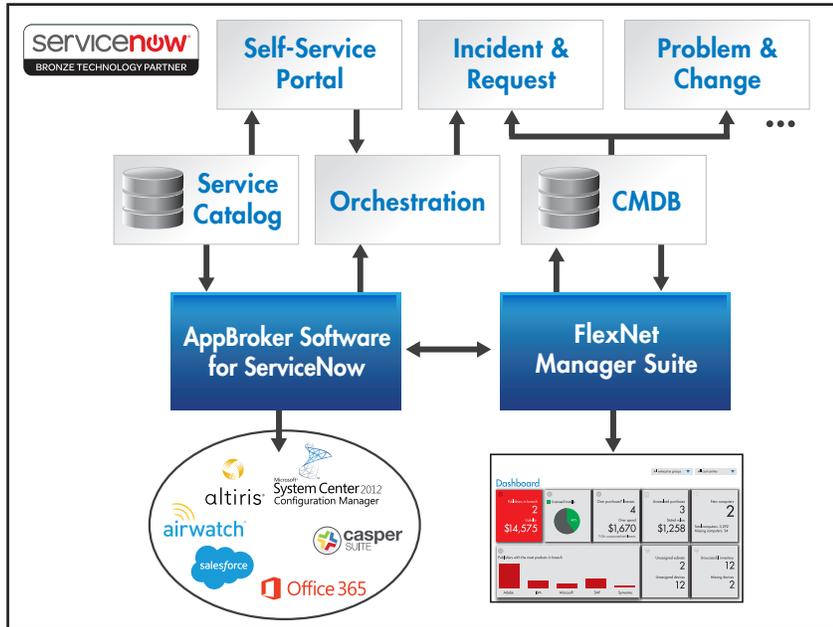


Figure 1: AppBroker Software for ServiceNow and FlexNet Manager Suite work together to bring automation and governance to the application request process.

The request is sent through the ServiceNow approval process, and once approved, AppBroker directs the appropriate deployment system to deliver the application to the employee's device. During the delivery stage, AppBroker continually monitors the status of requests and updates the ServiceNow system of record, generating an incident if application delivery is not successful, enabling IT to proactively address any issues.

To further optimize software license consumption and reduce spending on new software licenses, AppBroker Software for ServiceNow enables the automation of software reclamation to uninstall applications that are not used or rarely used. The reclamation of software frees up licenses for reuse and provides data for more informed contract negotiations with software vendors.

#### What's Included?

- AppBroker Software for ServiceNow, powered by App Portal
- Enhanced APIs
- AppBroker Operations for ServiceNow
- ServiceNow Activity Pack
- ServiceNow Workflow

#### About Flexera

Flexera is reimagining the way software is bought, sold, managed and secured. We view the software industry as a supply chain, and make the business of buying and selling software and technology asset data more profitable, secure, and effective. Our Monetization and Security solutions help software sellers transform their business models, grow recurring revenues and minimize open source risk. Our Vulnerability and Software Asset Management (SAM) solutions strip waste and unpredictability out of procuring software, helping companies buy only the software and cloud services they need, manage what they have, and reduce compliance and security risk. Powering these solutions and the entire software supply chain, Flexera has built the world's largest and most comprehensive repository of market intelligence on technology assets. In business for 30+ years, our 1200+ employees are passionate about helping our 80,000+ customers generate millions in ROI every year. Visit us at [www.flexera.com](http://www.flexera.com)

#### Next Steps:

For more information, visit [www.flexerasoftware.com/app-broker](http://www.flexerasoftware.com/app-broker) or contact a Flexera representative



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