

## ***Streamline application request and delivery with a ServiceNow-integrated self-service catalog***

### **Manage applications from a single source**

Proactive license  
compliance

Standardized  
app catalog



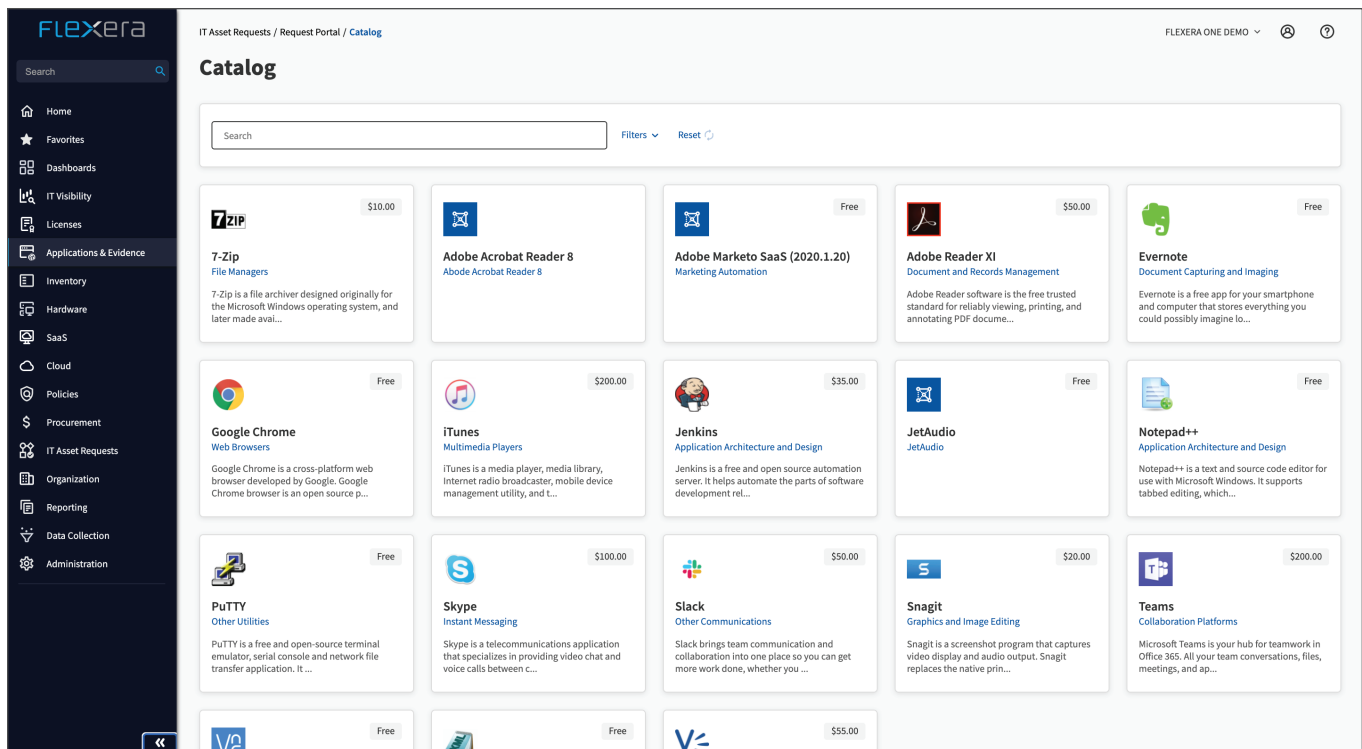
Automated application  
delivery

Integrated with  
ServiceNow

### **Set boundaries without slowing down**

Today's business leaders know employees are just a click away from introducing technologies into the environment without ever involving IT. Flexera One's Software Request and Reharvest enables you to publish an approved application catalog directly into your ITSM solution so users can easily find the software that makes them productive. This gives employees a familiar, quick and easy way to access the technologies

they need without opening a service desk ticket. The software request workflow offers out-of-the-box integration with Microsoft Configuration Manager and leverages its capabilities to deliver software to target devices—delivery is automated so you can reduce request-to-fulfillment time down to minutes and with less IT burden.



*Streamline application service delivery with a self-service app catalog.*

## Be proactive on software licensing to reduce spend and stay in compliance

Flexera One's software request workflow checks for available licenses before deploying software and subscriptions to provide automated governance. The available-license check ensures you stay in compliance. If no licenses are available, the workflow can initiate a procurement request, and if licenses are available, you reduce costs by reassigning existing licenses and avoid buying net new software. Your internal processes can now be

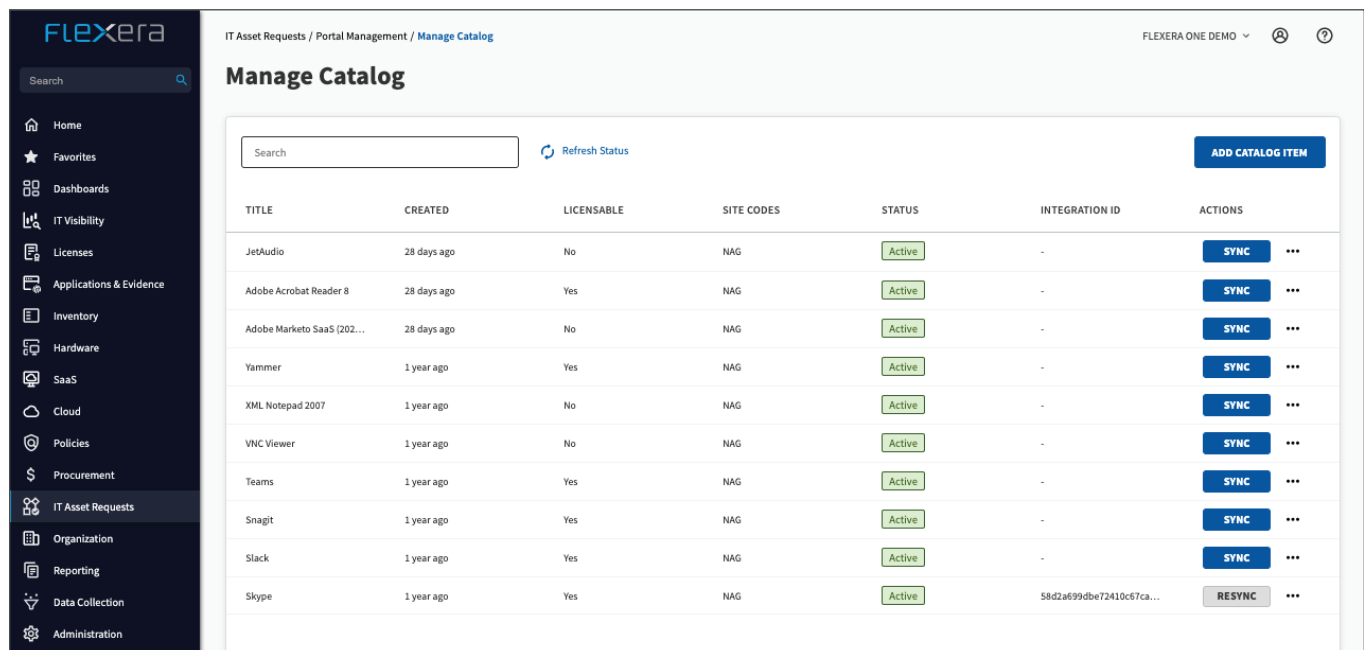
streamlined across desktop, SaaS, BYOL, data center and mobile applications.

Automated software requests and delivery speed up the fulfillment of the request and enable your end users to rapidly find applications beneficial to their success and productivity.

## Standardize your application catalog with the power of Technopedia

Flexera One's Software Request and Reharvest utilizes the Technopedia IT data intelligence library—a massive repository of enterprise software, hardware and technology data. Technopedia provides accurate and current product information about millions of IT assets in order to manage them efficiently and effectively.

Using Technopedia, you gain a standard taxonomy for your application catalog, including content details like title, product, publisher, edition and version. This standard taxonomy provides your users a predictable catalog-browsing and search experience.



TITLE	CREATED	LICENSABLE	SITE CODES	STATUS	INTEGRATION ID	ACTIONS
JetAudio	28 days ago	No	NAG	Active	-	<button>SYNC</button> ...
Adobe Acrobat Reader 8	28 days ago	Yes	NAG	Active	-	<button>SYNC</button> ...
Adobe Marketo SaaS (202...	28 days ago	No	NAG	Active	-	<button>SYNC</button> ...
Yammer	1 year ago	Yes	NAG	Active	-	<button>SYNC</button> ...
XML Notepad 2007	1 year ago	No	NAG	Active	-	<button>SYNC</button> ...
VNC Viewer	1 year ago	No	NAG	Active	-	<button>SYNC</button> ...
Teams	1 year ago	Yes	NAG	Active	-	<button>SYNC</button> ...
Snagit	1 year ago	Yes	NAG	Active	-	<button>SYNC</button> ...
Slack	1 year ago	Yes	NAG	Active	-	<button>SYNC</button> ...
Skype	1 year ago	Yes	NAG	Active	58d2a699dbe72410c67ca...	<button>RESYNC</button> ...

*Check license availability before you deploy and reuse existing license inventory to gain control over software license compliance and governance.*

## Integrate with ServiceNow to reduce the burden of IT

Flexera One's Software Request and Reharvest publishes catalog items as service items into ServiceNow. Using Flexera One with ServiceNow enables you to provide your employees with a single ServiceNow service portal for all request types—software, hardware and other IT services—while also enabling you to optimize software license use and automate software delivery through Configuration Manager.

Software Request and Reharvest includes a ServiceNow workflow implementation based on industry best practices for software license governance and delivery, using a set of REST APIs. The workflow enables ServiceNow to perform advanced license checks, reserve available licenses and perform automated software delivery to heterogeneous device types.

## Features included in the ServiceNow integration

KEY FEATURES	FLEXERA ONE DIFFERENCE
<b>Out-of-the-box ServiceNow workflow for available license check and deployment</b>	Flexera One includes a ServiceNow workflow which displays the flow of available license checks and software deployment. This workflow is triggered when a user submits a ServiceNow software request and is available as an update set that can be applied to any ServiceNow instance.
<b>Catalog items can be imported into ServiceNow</b>	Catalog items sync from Flexera One into ServiceNow so users can browse the catalog through the ServiceNow interface.
<b>Enhanced license compliance</b>	License entitlement and product use rights data are leveraged from Flexera One's IT Asset Management to ensure proper governance and compliance over the request and installation of software. Licenses are reserved during the request process.
<b>Uses ServiceNow approval and notification features</b>	When a ServiceNow user submits a software request, all notifications and approvals are performed by ServiceNow; uses Flexera One to perform the license check and deployment.
<b>Automatic software deployment</b>	Automates the deployment of software through popular systems management tools that manage the growing diversity of today's endpoints, including the Microsoft Configuration Manager deployment system.
<b>Monitor deployment status in ServiceNow</b>	Flexera One passes deployment status information (deployment complete, pending or failed) to ServiceNow so service managers know what's happening in real time.

Flexera One's ServiceNow integration provides a seamless end-user experience so you can request applications quickly and efficiently, and Flexera One's Software Request and Reharvest ensures your teams can get the software they need, without exposing your organization to risks.

### NEXT STEPS

Find out more about how Flexera One's Software Request and Reharvest can help you

[LEARN MORE](#)

### ABOUT FLEXERA

Flexera delivers IT management solutions that enable enterprises to accelerate the return on their technology investments. We help organizations *inform their IT* with total visibility into complex hybrid ecosystems, so they can *transform their IT* by rightsizing across all platforms, reallocating spend, reducing risk and charting the most effective path to the cloud.

Our technology value optimization solutions are delivered by 1,300+ team members helping more than 50,000 customers achieve their business outcomes. To learn more, visit [flexera.com](https://flexera.com)