Take control of your IT environment by streamlining application request and delivery

Manage applications from a single source

Proactive license compliance →

Standardized app catalog →

← Automated application delivery

← Integrated with ServiceNow

Set boundaries without setting speed limits

With a single click, employees throughout your organization can introduce technologies into the environment without ever involving the IT department. That's great for them, but a problem for the IT professionals who have to manage budget and license compliance.

But now there's a way for you to manage delivery of applications from a single source with total oversight of license compliance. Now you can streamline application requests and delivery using Flexera One's Software Request and Reharvest— a ServiceNow-integrated self-service catalog.

With Software Request and Reharvest, you can publish an approved application catalog directly into your ITSM solution so users can easily find the software they need to stay productive. It's a quick and easy way for employees to access technologies without having to open a service desk ticket.

The software request workflow integrates right out of the box with Microsoft Configuration Manager (ConfigMgr) and leverages its capabilities to deliver software to target devices. This automates the delivery so you can reduce the time from request to fulfillment down to minutes—and place less burden on your IT team.

Software Request and Reharvest lets employees easily find the software they need to stay productive.

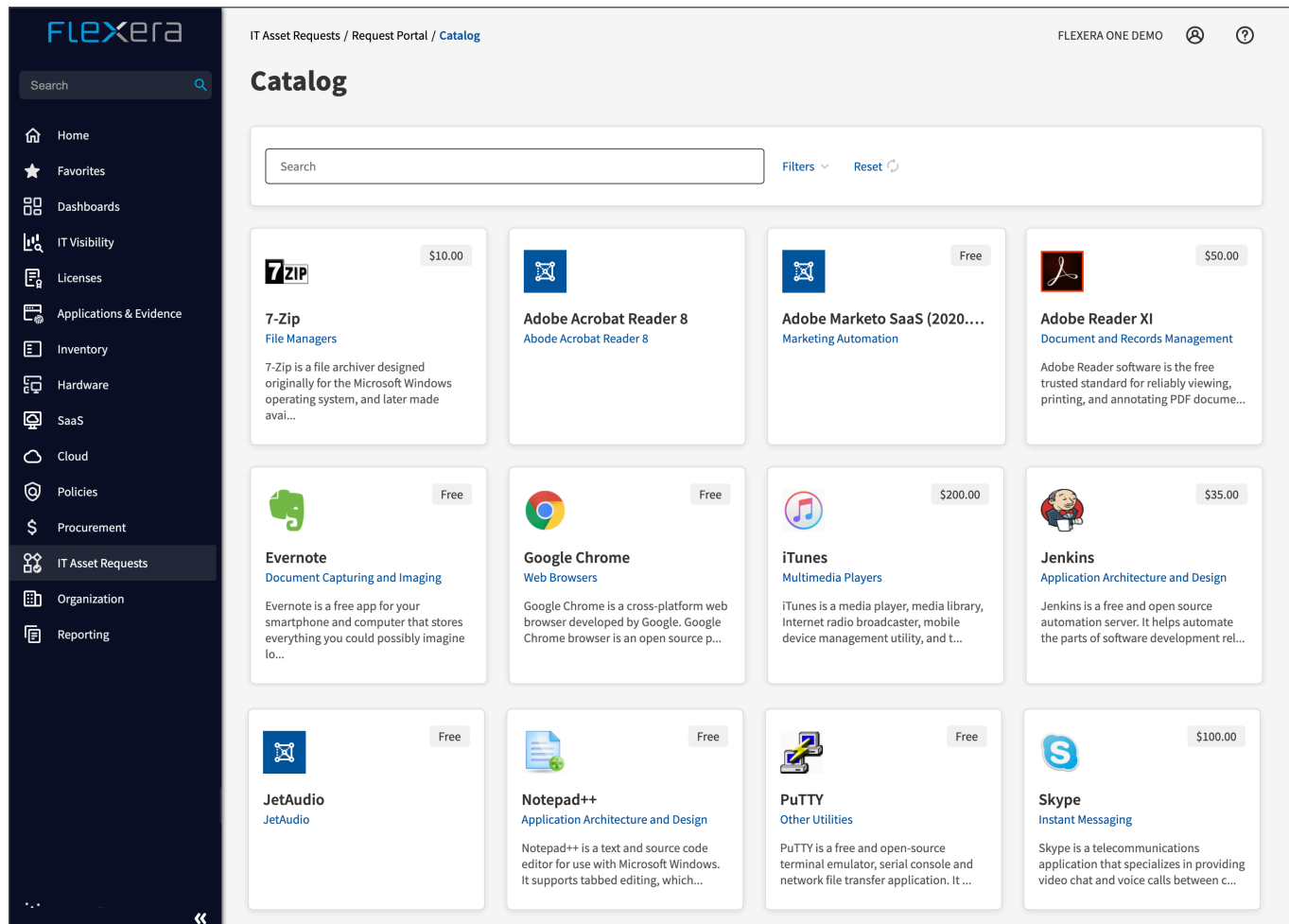## Proactive software licensing reduces spend and compliance risk

Flexera One's software request workflow provides automated governance by checking for available licenses before deploying software and subscriptions, which ensures you remain in license compliance. If no licenses are available, the workflow can initiate a procurement request. If licenses are available, you can reduce cost and reassign existing licenses to avoid buying net new software.

Now your internal processes can be streamlined across desktop, SaaS, bring your own license (BYOL), data center and mobile applications. This automated process for requests and delivery accelerates the fulfillment of the request and enables employees to rapidly find applications that benefit productivity without encountering any speed bumps.

Standardize your application catalog

Flexera's Software Request and Reharvest is fueled by Technopedia, the most trusted and comprehensive source of hardware, software, SaaS and cloud product information in the world. This comprehensive data intelligence library provides accurate and current product information about millions of IT assets, so you can rest assured users will have access to a predictable and reliable catalog browsing and searching experience. Users will have a standard taxonomy for the catalog including content details such as title, product, publisher, edition and version.

Streamline application service delivery with a self-service app store.

Reduce burden on IT

Guarantee your teams can access the software they need, while reducing the burden on your IT department and ensuring your organization isn't exposed to risks. Flexera One's Software Request and Reharvest publishes catalog items as service items into ServiceNow, which lets you provide a single service portal for all employee request types: software, hardware and other IT services. Having a single source also allows you to optimize software license use and enable automated software delivery through ConfigMgr.

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

"[Flexera] has delivered annual labor savings of nearly $2 million. Simplification has really driven results and delivered valuable time and cost savings back to the business."

Rachel Ryan, Global software asset management lead, AstraZeneca

A detailed look at Flexera One Software Request and Reharvest

KEY FEATURES	FLEXERA DIFFERENCE
Out-of-the-box ServiceNow workflow for available license check and deployment	• Flexera One includes a ServiceNow workflow—triggered when a user submits a ServiceNow software request—which displays the flow of available license checks and software deployment • This workflow is available as an update set that can be applied to any ServiceNow instance
Import catalog items into ServiceNow	• Catalog items sync from Flexera One into ServiceNow so users can browse the catalog through the ServiceNow interface
Maintain license compliance	• Leverage license entitlement and product use right data 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
Use ServiceNow approval and notification features	• When a ServiceNow user submits a software request, all notifications and approvals are performed by ServiceNow; Flexera One is just responsible for performing the license check and deployment
Automate software deployment	• Automate the deployment of software through popular systems management tools that manage the growing diversity of today's endpoints, including Microsoft Configuration Manager deployment system
View deployment status in ServiceNow	• Flexera One passes deployment status information (deployment complete, pending or failed) to ServiceNow so service managers know what's happening in real time • This integration provides users a seamless end-user experience so they can request applications quickly

NEXT STEPS

Find out 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**

FLEXERA
Inform IT. Transform IT.