

Flexera One + ServiceNow

Turning Technology Intelligence
into Business Outcomes

flexera™

Contents

Flexera One + ServiceNow	3
Turn technology intelligence into measurable outcomes.....	3
Integrating Flexera + ServiceNow	4
Turn Technology Intelligence into Measurable Outcomes	4
What the Flexera–ServiceNow Integration Delivers.....	4
How the Flexera–ServiceNow Integration Powers ServiceNow	5

Flexera One + ServiceNow

Turn technology intelligence into measurable outcomes

CIOs and technology leaders are under pressure to do three things at once:

- Prove ROI on aggressive AI investments
- Control runaway SaaS and cloud spend
- Reduce cyber, operational and regulatory risk—while advancing sustainability commitments

The Flexera 2026 IT Priorities Report shows just how sharp that pressure has become:

- **94% of IT leaders are looking for ways to integrate AI into their stack, but only 19% say proving AI effectiveness is a top priority.**
- **Cost optimization and cybersecurity remain among the top three CIO priorities**, fueled by shadow IT and expanding SaaS use.
- **85% of decision-makers say visibility gaps in IT pose a significant risk**—you can't secure or optimize what you can't see.

Against this backdrop, ServiceNow is the system of action the business relies on to execute. But ServiceNow can only deliver those outcomes if it is powered by **trusted, contextualized, and complete technology intelligence data**.

That's exactly what the **Flexera One ↔ ServiceNow integration** is designed to do: turn fragmented asset data into a single, reliable source of truth that fuels AI, automation and business-critical decisions across your entire business.

Why Flexera One + ServiceNow?

Flexera One + ServiceNow helps technology and business leaders turn fragmented asset data into decision ready outcomes. By powering ServiceNow with trusted technology intelligence across hardware, software, SaaS and cloud, the integration ensures AI, automation and workflows are fed with clean, contextual data instead of inconsistent inventory.

With this foundation in place, organizations can:

- **Make AI investable and auditable** by giving ServiceNow AI and analytics a normalized, lifecycle-aware view of the estate, with clear data lineage from source to decision.
- **Control technology spend** through a unified inventory that exposes redundant, unused and out-of-support assets and aligns renewals with business value, not just dates.
- **Reduce risk and strengthen compliance** by improving CMDB completeness and accuracy, tying incidents and vulnerabilities to a single, trusted view.
- **Advance sustainability and future readiness** by identifying high-cost, high-emission technology to retire or modernize, while building a reliable data foundation to support innovation, modernization and transformation.

With Flexera and ServiceNow working together, you get the intelligence and system of action required to move faster on 2026 priorities like digital transformation, AI and operational resilience.

Integrating Flexera + ServiceNow

Turn Technology Intelligence into Measurable Outcomes

The **Flexera One ↔ ServiceNow** integration delivers trusted, normalized and complete technology intelligence into ServiceNow—across hardware, software, SaaS and cloud—so AI, automation and workflows run on a single source of truth. It offloads heavy discovery and normalization work from ServiceNow, improves CMDB quality and gives teams a clear view of what they own, how it's used and where risk and waste live.

The result is a faster, leaner ServiceNow platform that helps leaders prove the value of AI and automation, control technology spend and strengthen audit and security posture—using the data foundation they already have.

What the Flexera–ServiceNow Integration Delivers



A trusted technology inventory inside ServiceNow

- Combines discovery data from multiple tools into a single, consistent view
- Normalizes and enriches it with lifecycle, licensing and risk context
- Publishes clean, enriched CIs into ServiceNow through a certified app



Better performance from your ServiceNow platform

- Offloads heavy discovery, normalization and reconciliation work to Flexera
- Reduces duplicates and CMDB churn to stabilize your configuration data
- Frees ServiceNow AI Platform capacity so your entire ServiceNow estate, AI experiences, and cross-enterprise workflows run at peak performance



Outcome-driven insights across the business

- Strengthens audit readiness, compliance and vendor negotiations
- Improves incident, problem and change impact analysis
- Optimizes cost and contracts, including shadow IT and unused licenses
- Enhances security posture and supports future ITAM, FinOps and AI initiatives

How the Flexera–ServiceNow Integration Powers ServiceNow



Discover your entire technology estate

- Collect hardware, software, SaaS and cloud data from Flexera Discovery, MECM/Intune, ServiceNow Discovery and other tools
- Bring all signals into Flexera One so you see your full environment, not just what a single source finds



Turn raw signals into common evidence

- Convert disparate discovery feeds into a consistent evidence structure
- Align formats and attributes so every record is described the same way and ready for normalization



Normalize, enrich and contextualize with Technopedia®

- Standardize product names, vendors and versions using Technopedia's models and identification rules
- Remove noise and duplicates, fill gaps, and add lifecycle, licensing, vulnerability and sustainability context to each asset



Create a governed, common inventory

- Store enriched data in a unified object model shaped by your business rules (for example, excluding test or short-lived devices)
- Keep the inventory continuously in sync as your environment changes—without manual clean-up



Activate trusted data in ServiceNow for analytics & AI

- Publish only clean, categorized and enriched CIs into ServiceNow CMDB and asset tables via the certified integration
- Offload heavy discovery and normalization, freeing the Now Platform to focus on business-critical workflows, experiences and AI-driven insights

About Flexera

Flexera helps organizations understand and maximize the value of their technology, including the rising costs and risks introduced by AI, saving billions of dollars in wasted spend. Our Flexera One platform connects the dots between what technology you have, how it is used, what it costs, and where it creates risk, helping teams take control of the increasingly complex IT estate across cloud, SaaS and on-premises. We are leading the way to unify IT asset management, FinOps and SaaS management with high fidelity data from Technopedia, our proprietary reference library of technology asset data, and intelligent automation fueled by AI. That's why thousands of global organizations rely on the Flexera One platform and Technopedia. Learn more at flexera.com