



ITSM Enhancer for ServiceNow

How Snow Atlas integrates with ServiceNow

Unlock ServiceNow's potential

Take the benefits of our proven data normalization and industry-leading discovery data to ServiceNow and use it to enhance your CMDB.

CMDB Integration

flexera. Flexera Software Inc

Building an effective CMDB

FREE

Product and Service Catalog Update

flexera. Flexera Software Inc

Automatically populate and maintain the product and service catalogs

FREE

One source of truth

Enrich your ServiceNow CMDB with a “gold standard,” normalized, accurate hardware, software and usage data.



Audit readiness: Deliver auditable, trusted asset data into ServiceNow reporting and processes.



Software Asset Management (SAM): Provide accurate normalization and usage status of your software installations to help minimize risk and ensure your resources are focused on the most important business priorities.



Hardware Asset Management (HAM): Provide accurate normalization and usage of devices for refresh planning and cost control.



Cloud and hybrid IT: Track virtual machines, shadow IT, cloud inventory and on-premises assets in one place.



Service operations: Empower ITSM processes with clean, reliable asset data to reduce mean time to resolution (MTTR) and increase automation success.

Who is it for?



Snow Atlas customers who do not use IT Visibility (for IT Visibility customers, we recommend the [Flexera One Integration](#))



Customers using on-premises Snow License Manager

How does it work?



Data collection

Snow Inventory gathers hardware and software details across your IT estate.



Normalization

Data Intelligence Service standardizes and enriches asset information.



Integration

Certified connector pushes normalized data into ServiceNow CMDB and Price Catalog.

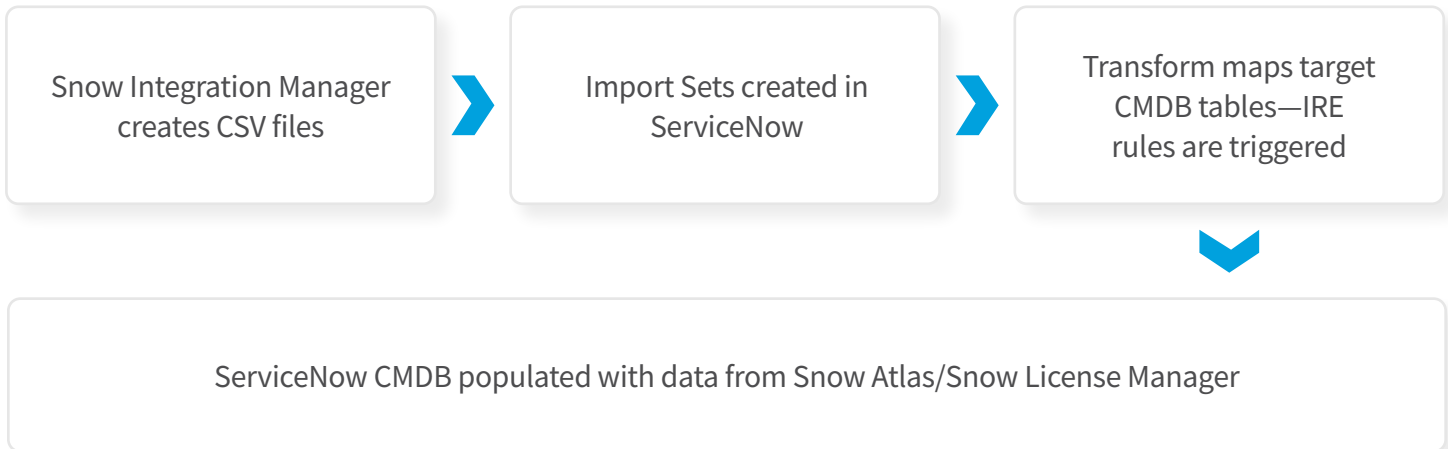


Automation

Daily delta updates ensure near real-time accuracy.

Data flow

Automatic data flow that leverages the Identity and Reconciliation Engine (IRE).



Benefit	Description	Teams that benefit
Cleaner, more accurate data	Snow Atlas feeds verified asset data into the CMDB, cutting down on manual errors	IT Asset Management, Configuration Management
Always up-to-date	Keeps the CMDB synchronized with real-time changes in your environment	IT Operations, Service Desk
Better visibility across the estate	Captures assets that native discovery might miss, giving a fuller picture	Security and Compliance, Enterprise Architecture
Smarter decisions	Reliable data supports better impact analysis, root cause investigation and planning	Change Management, Problem Management, Strategy and Planning
License and compliance confidence	Tracks software usage and licensing to avoid overspending or audit issues	Software Asset Management, Procurement, Finance
More automation	Accurate data enables automated workflows like patching, fulfilment and lifecycle actions	ITSM, DevOps, Engineering