

Simplify IT Service Management with unified asset intelligence

Managing IT assets across hybrid environments is complex. Flexera One IT Visibility now integrates seamlessly with **Atlassian's Jira Service Management (JSM)** to streamline ITSM workflows with accurate, normalized asset data. This integration empowers IT teams to deliver faster, smarter, and more resilient services—while reducing risk and operational overhead.

Key benefits



Accelerate incident response

- Resolver teams gain instant context with synced asset data.
- Quickly identify affected devices or applications.
- Reduce resolution time and eliminate manual data hunting.



Improve change management

- Assess change impact with rich metadata and relationship mapping.
- Avoid deploying updates to obsolete assets.
- Simplify audits with accurate configuration item (CI) linkage.



Optimize asset management

- Enable proactive lifecycle tracking and refresh planning.
- Identify end-of-life assets and automate retirement workflows.
- Leverage normalized inventory for smarter decisions.

» INTEGRATION HIGHLIGHTS

Standardized data transfer

- Export normalized hardware, software, and relationship data directly into JSM.

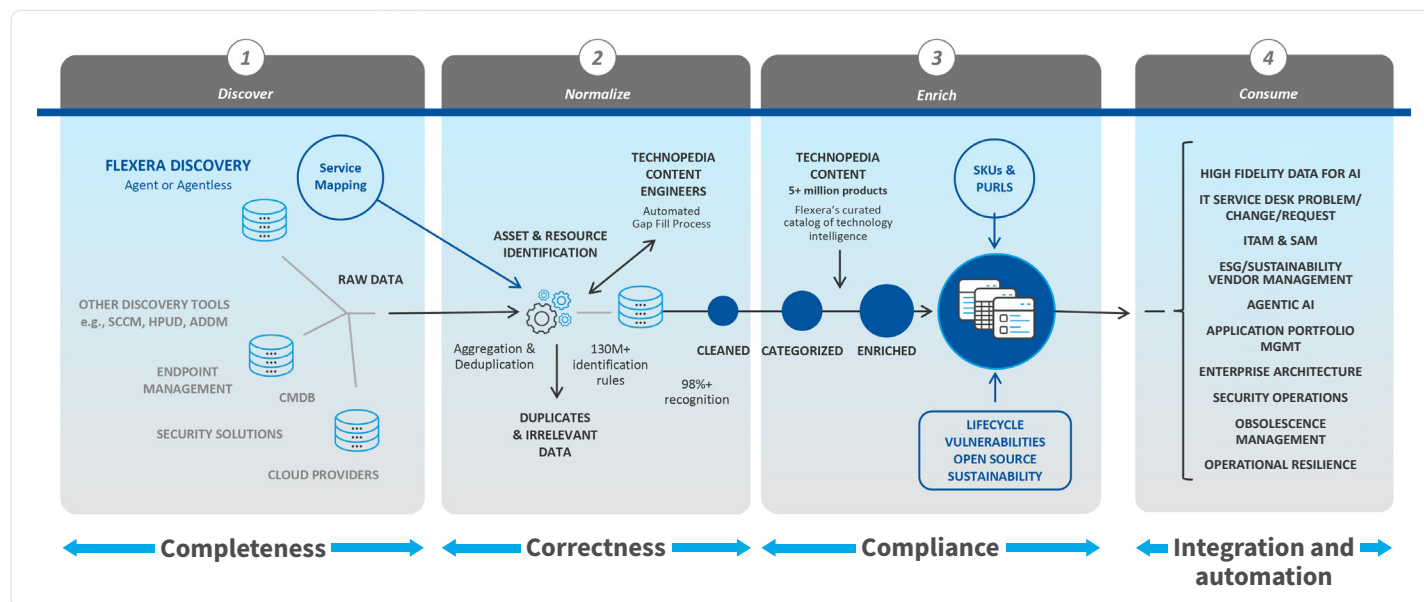
Secure, fast synchronization

- Built on robust APIs for reliable, automated data flow.

Technopedia-powered intelligence

- Leverages the world's most comprehensive technology asset database.
- Includes categories, subcategories, dependencies, and rich metadata.

Accelerate and sustain Jira Service Management CMDB with Flexera



Business impact

Operational efficiency

- Eliminate manual data entry and reduce errors
- Free up IT resources for strategic initiatives

Data consistency

- Keep your CMDB synchronized with Flexera's authoritative inventory
- Ensure all teams work from a single source of truth

Risk reduction

- Proactively identify vulnerabilities and compliance gaps
- Minimize costly incidents and downtime

Future-ready features

Expanded export support coming soon

- Datacenters, clusters, hosts and VMs, cloud, SaaS, containers and users

Multi-schema support

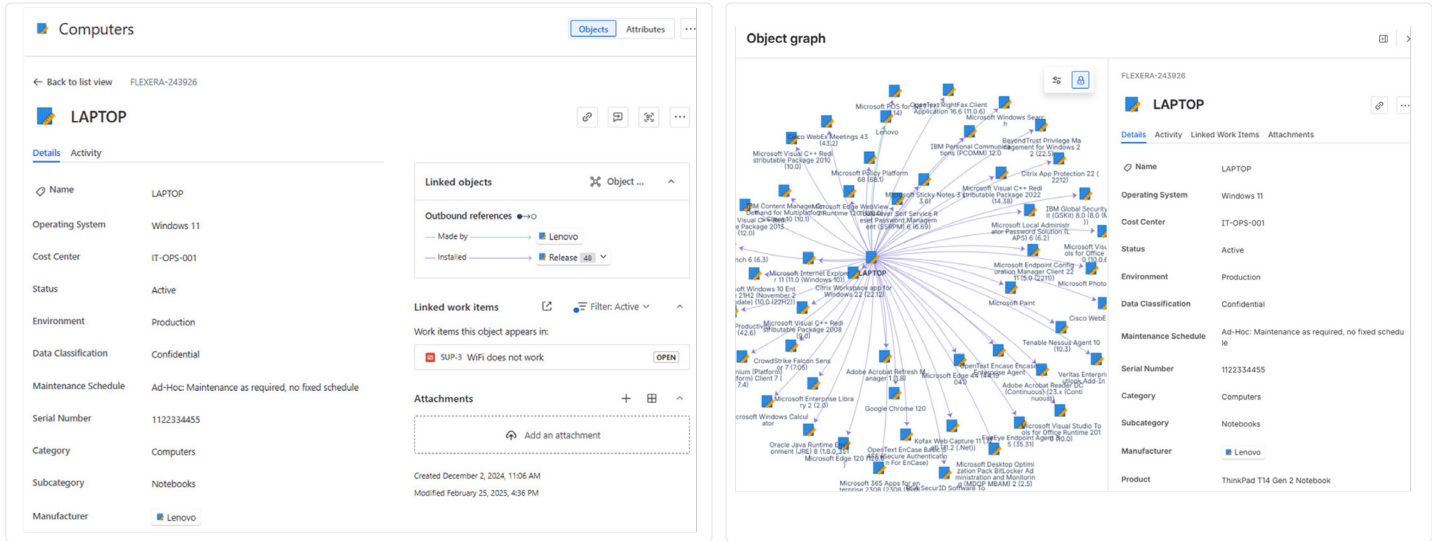
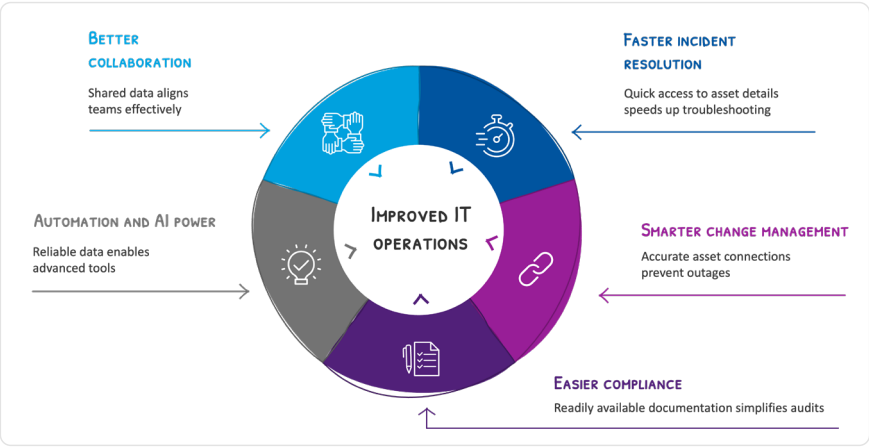
- Connect multiple JSM environments

Custom scheduling

- Control when exports occur to fit your operational needs

Benefits of clean asset data

5 ways clean data boosts IT performance



Flexera's integration drives better JSM and CMDB results

About Flexera

Flexera helps organizations understand and maximize the value of their technology, saving billions of dollars in wasted spend. Powered by the Flexera Technology Intelligence Platform, our award-winning IT asset management, FinOps and SaaS management solutions provide comprehensive visibility and actionable insights on an organization's entire IT ecosystem. This intelligence enables IT, finance, procurement and cloud teams to address skyrocketing costs, optimize spend, mitigate risk and identify opportunities to create positive business outcomes.

More than 50,000 global organizations rely on Flexera and its Technopedia reference library, the largest repository of technology asset data.

To learn more, visit flexera.com

» NEXT STEPS

The Jira Service Management connection is available today with Flexera One IT Visibility

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