

Nlyte for ServiceNow® ITSM

Extend your ServiceNow ITMS to the Physical Data Center

Nlyte Software
1150 Roberts Blvd,
Kennesaw, GA 30144
United States
nlyte.com

Optimize your Critical Infrastructure

A Carrier Company



Bridge the Gaps in Your Physical Infrastructure Data with Nlyte for ServiceNow® ITSM

Are you struggling with incomplete or inaccurate data about your physical infrastructure? Many organizations face challenges such as unreliable CMDB Configuration Items (CIs), lack of visibility into asset locations and delivery timelines—especially for new or relocated equipment—and difficulty in accurately attributing operational usage costs.

These issues are more than just inconveniences. They can lead to serious downstream impacts, including:

- **Change requests that stall** when assets transition from IT into the data center
- **Inaccurate Total Cost of Ownership (TCO)** calculations within IT Asset Management (ITAM) systems
- **Costly capacity planning decisions** based on flawed CMDB data

Nlyte for ServiceNow® ITSM helps eliminate these blind spots by delivering real-time, accurate insights into your physical infrastructure—empowering better decisions, streamlined operations, and a more complete CMDB.

ITSM's Data Center Challenges

Incomplete Asset Information - Limited cabling, network, interrelationships and location information; Unaware of precise resource use (power, space, etc.); Changes taking place much faster than CMDB and ITAM solutions can keep pace

Broken, Hidden Processes - ITSM does not have complete record of data center changes (let alone statuses); Inconsistency in data center processes leads to inability to maintain SLAs

Lack of Visibility & Measurability - ITSM cannot measure data center process performance; Cannot compute true cost of service

Nlyte for ServiceNow ITSM

Data center service management (DCSM) products such as Nlyte for ServiceNow ITSM bridge the often-overlooked divide in IT organizations, enabling enterprises to maintain accurate, up-to-the minute information about their IT and data center assets, streamline their processes and improve the measurement of data center operations, thus improving service level agreements (SLAs).

Nlyte for ServiceNow ITSM enhances the following products:

ServiceNow Change and Release Management

Nlyte for ServiceNow ITSM provides a TCO of service by automating change to the data center floor for physical install/move/add/change (IMAC) processes, delivering end-to-end visibility of time & costs.

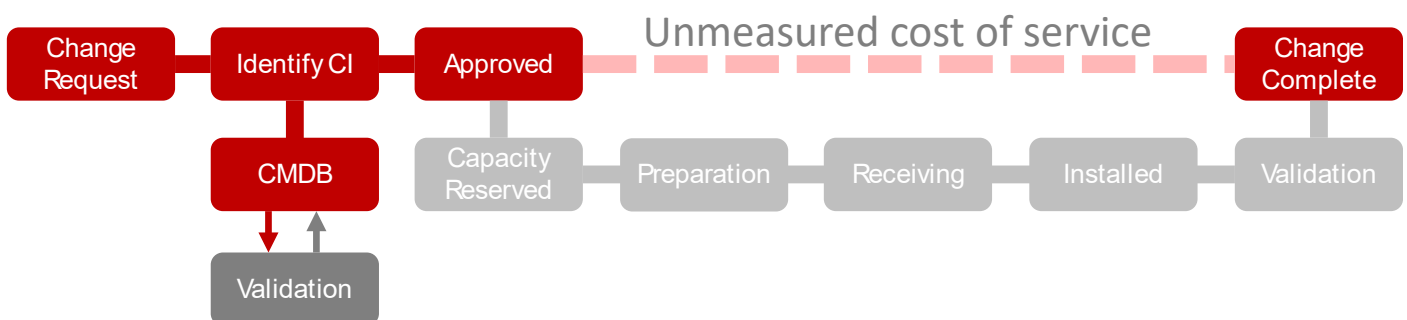
ServiceNow Configuration Management

Nlyte for ServiceNow ITSM provides automation of physical assets to CI reconciliation, bidirectional base population, visibility of physical connectivity dependencies, location validation, and near real-time virtual-to-physical dependence mapping.

ServiceNow Asset Management

Nlyte for ServiceNow ITSM helps with software compliance, asset physical location validation, help identifying stranded capacity assets that no longer provide a service and are utilizing critical resources.

Nlyte for ServiceNow ITSM fills the Unmeasured cost of service



Features of Nlyte for ServiceNow ITSM

- **Capacity Planning** - Optimizes the use of data center assets, space and energy
- **Asset Management** - Know what you have and where, and optimize your asset tech refresh cycles
- **Reporting** - Automate the measurement and evaluation of your data center operations
- **Monitoring** - Real-time power strip and PDU data collection
- **Connection Management** - Avoid downtime due to human error with robust power and network visualization
- **Workflow Management** - Execute changes more efficiently down to the data center floor
- **ServiceNow CMDB Integration** - Synchronize configuration item information
- **ServiceNow Change and Release Management** - Centralize workflow process management and communication for business change

Benefits of Nlyte for ServiceNow ITSM

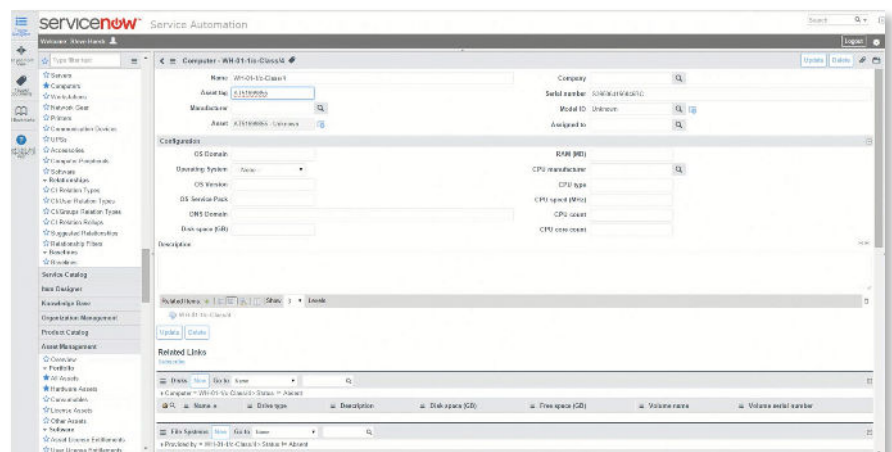
- Improved processes which don't ignore the data center
- Increased accuracy of changes occurring on the data center floor
- Measure true cost of service
- Measure true variable cost of assets
- Increase insight and value provided by ITSM solutions
- Better control of what's happening in the data center
- Increased agility in responding to the needs of the business

Nlyte and ServiceNow CMDB Integration

The following Nlyte data can be synchronized:

- Asset Name
- Asset Serial Number
- Asset Tag
- Asset Manufacturer and Model from Material
- Asset Location
- Cabinet Mounting
- Chassis Mounting
- Other properties exposed by Nlyte API web services:

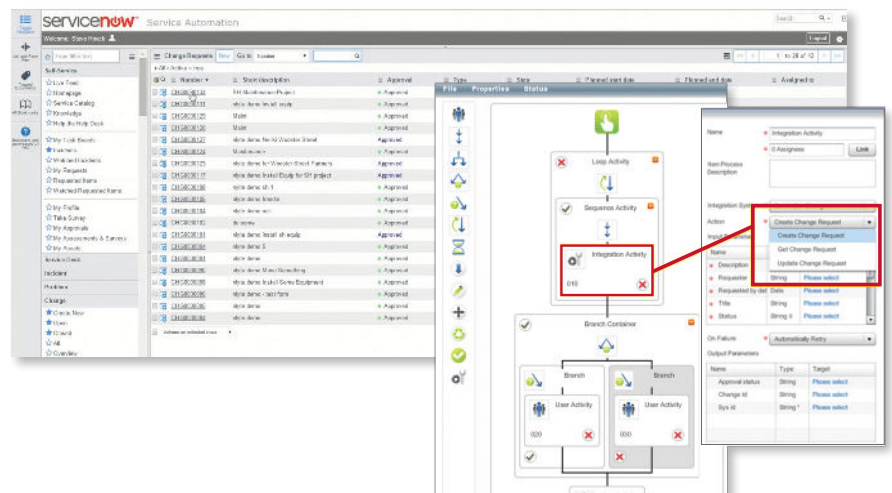
Asset material or custom field
API calls such as PO #, RFID
Tag or custom field values



Nlyte and ServiceNow Change and Release Management

Supports bidirectional communication of change to data center physical assets and resources:

- Empowers change management personnel with increased control and transparency across all IT assets
- Reduce time to deploy and decommission assets
- Increases accuracy and reduces redundant data entry
- Increases value and reach of ServiceNow Change Management within an organization



When you're ready to
take your data center
to the next level of
operational excellence,
we're ready to help.

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**Best Meets
Requirements**

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Nlyte Software helps teams manage their hybrid infrastructure throughout their entire organization – from desktops, networks, and servers to IoT devices – across facilities, data centers, colocation, edge, and the cloud. Using Nlyte's monitoring, management, inventory, workflow, and analytic capabilities, organizations can automate their hybrid infrastructure to reduce costs, improve uptime, and help compliance with regulatory and organizational policies.

Automated Logic d.b.a. Nlyte Software is a part of Carrier Global Corporation.



1150 Roberts Boulevard, Kennesaw, Georgia 30144, United States of America
732-395-6920 • Fax 732-395-6930 | nlyte.com | A Carrier Company

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