NLYTE
Asset Sync

Nlyte Asset Sync for ServiceNow®

Configuration Management

Nlyte Software

SOLUTION BRIEF

Configuration Management Databases (CMDBs) are frequently out of date, difficult to maintain, and heavily dependent on network discovered assets. The asset information contained in them is usually limited to cursory Configuration Item (CI) attributes that don't go very far beyond make, model, and by inference how many of them you have. How can you relate it to your data center? How can you do effective capacity planning if it can't tell you how many resources you actually need and that which you have left, and in which places?

Fortunately, Nlyte® has created a connector for its Data Center Service Management (DCSM) solution that bi-directionally synchronizes CI/asset attribute data between the Nlyte Central Repository and the ServiceNow® CMDB. Nlyte Asset Sync for ServiceNow Configuration Management can augment the existing data in the Service-Now CMDB with new physical layer CI information, and vice versa. The result is enriched, accurate asset data that can help in planning, managing and optimizing your data center.

The Nlyte DCSM solution maintains a wealth of CI detail related to each device's physical resource requirements that are otherwise unavailable to traditional users of ServiceNow's CMDB. With Nlyte Asset Sync for ServiceNow Configuration Management, the additional data that becomes available to all users of includes:

- Asset types (e.g. cabinet, chassis, server, blade and network assets.)
- Asset properties (connectivity, space, power, etc)
- Relationships between assets and other entities, such as locationsand workflow dashboards.

KEY CAPABILITIES

- Perform the initial population of the Nlyte system database from the ServiceNow CMDB
- Implement the initial population of ServiceNow CMDB from the Nlyte repository
- Add missing information to either or both databases to assure each has a comprehensive view of the Data Center

BENEFITS

- Automatic synchronization of physical asset data across both systems: Enriches capacity optimization by linking physical capacity to computing capacity by bringing the physical layer of information into the CMDB
- Reduces time to conduct audits
- Improves compliancy by knowing where assets are, who worked on them last, and what was done
- Enriches your CMDB with more data for truer capacity planning
- Gain a federated view, one version of the truth for Configuration Item attributes
- Improve your CMDB accuracy beyond network discovery
- Gain confidence that the Nlyte asset repository includes those discovered CIs from your ServiceNow CMDB
- Easier reconciliation of CIs with data center asset physical locations
- Leverages your existing ITSM investments in ServiceNow Configuration Management
- Uses Nlyte's powerful data manipulation tools to quickly and easily update CMDB data

REQUIREMENTS

Software Prerequisites

- Nlyte 12.5 (or later) system
- ServiceNow Configuration Management ("Helsinki")
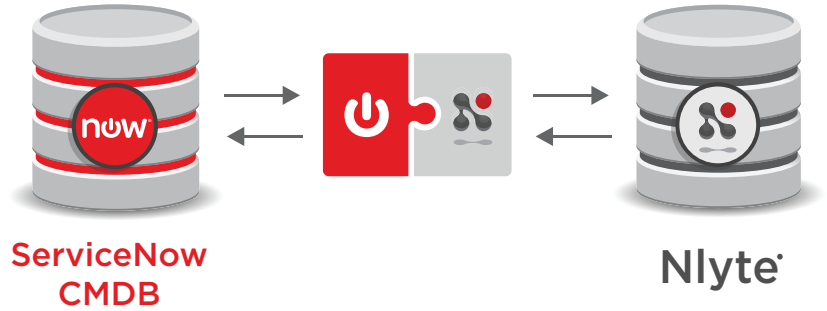
Nlyte Server Hardware

- Intel Xeon 3GHz processor or equivalent
- 4GB memory
- 60GB hard drive space
- 100Mb Full Duplex NIC

Platform Software

- Microsoft Windows Server 2019 (including all updates)
  OR
- Microsoft Windows Server 2019 (including all updates)
- Microsoft .NET Framework 6 and 8 (including all updates)
- 100Mb Full Duplex NIC

Ordering Information

Be sure to mention the following part number when ordering: NLYTE-SN-CMDB

ServiceNow CMDB

Nlyte

NLYTE ASSET SYNC FOR SERVICENOW CONFIGURATION MANAGEMENT – BI-DIRECTIONAL INFORMATION EXCHANGE THAT ENRICHES CI AND ASSET DATA BETWEEN THE SERVICENOW CONFIGURATION MANAGEMENT AND NLYTE DCIM SOLUTIONS

NLYTE ASSET SYNC FOR SERVICENOW CONFIGURATION MANAGEMENT SAMPLE NLYTE DATA FIELDS

POPULAR NLYTE CONNECTORS

Nlyte Service Management Connector for ServiceNow – With the Nlyte Service Management Connector for Service-Now, users can effortlessly integrate a ServiceNow process step into a user-defined workflow. This step can convey all Service Management request types and trigger the following process in the workflow according to out-of-the-box or user-defined statuses.

Nlyte Receiving – Works seamlessly with Nlyte Platinum. Simply scan and verify an asset right at goods receiving, initiating the next workflow step for accurate, well-controlled asset lifecycle management. Get your assets added, running, and making money for you as fast as possible.

Nlyte Audit – This module reduces the time to install equipment, capturing changes and improving data accuracy – at the location of the change. It's built with insights from thousands of auditing person-hours experience using any combination of a handheld barcode scanner with a tablet. Users can scan an asset tag, confirm its information or add it to the Nlyte Content Database.he-box or user-defined statuses.

About Nlyte Software

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 analytics capabilities, organizations can automate their hybrid infrastructure to reduce costs, improve uptime, and help compliance with regulatory and organizational policies.

Nlyte Software is a part of Carrier Global Corporation.

When you're ready to optimize your critical infrastructure, We're ready to help.

Nlyte® Software

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