NLYTE CONNECTOR

CMDB CONNECTOR FOR IVANTI SERVICE MANAGER

Nlyte Software

SOLUTION BRIEF

Today's businesses are evolving at warp speed as more and more data are being collected and analyzed. As such, businesses depend on technology to gain and maintain competitive edge. This translates into more pressure on IT service organizations to keep pace with an unprecedented degree of business change. Yet the technology and processes currently in place are often not flexible and scalable enough to tackle business challenges head on.

To keep up with evolving business needs, IT service organizations need modern, flexible and intuitive service and support technology to facilitate the flow of information among people, teams and departments.

Ivanti Service Management CMDB allows you to manage configuration items (CI) that make up the services and IT infrastructure supported by the service desk. Define, identify, and report on configuration items across the IT landscape and their relationships, including incident, problem and change records. Perform configuration management analysis so proper monitoring and cost savings can be achieved.

Going even further, the Nlyte Ivanti Service Management CMDB Connector helps you synchronize key data center physical asset information with your overall configuration management data base (CMDB). With the Connector, a user conducts an initial load, reconciles the information and then synchronizes going forward at a user-defined interval.

Asset information can be shared either uni-directionally or even bi-directionally to serve any number of purposes, effectively giving IT systems previously unknown visibility to physical asset information.
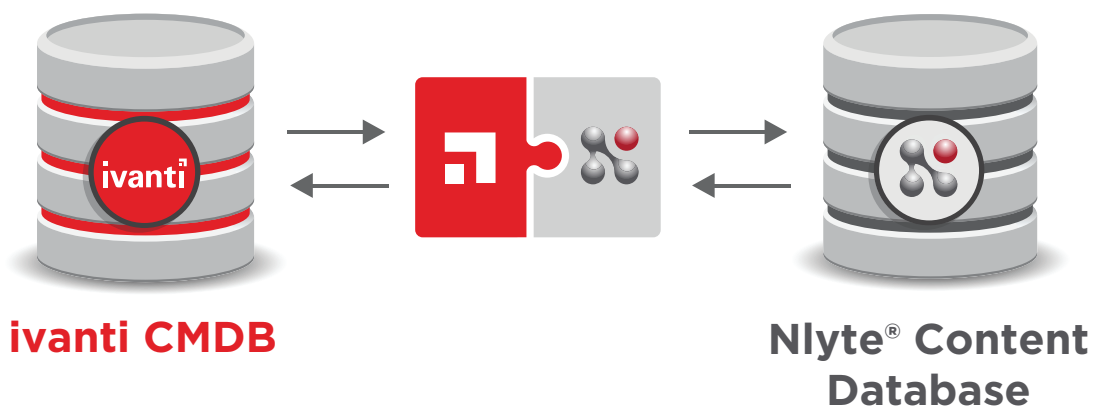
BENEFITS

- Speeds deployment of integration between the Nlyte system and Ivanti Service Management CMDB
- Avoids expensive custom integration development
- Enables faster moves, adds and changes by allowing pre-planning for asset lifecycle management: asset procurement stages can now be connected to the deployment process
- Simplifies managment of moves, adds, and changes by securing "single pane of truth"
- Enriches capacity optimization by linking physical capacity to compute capacity by bringing the physical layere of information into the CMDB
- Reduces redundant information
- Enhances asset lifecycle management by connecting the physical status with the IT and procurement status
- Imporves Mean Time to Repair-improve Service Desk SLAs by tying physical location to an ITSM request
- Enables faster root-cause analysis and improved event correlation as physical location of assets and applications on those assets become visible to the ITSM environment
- Aligns ITSM functions with their business drivers
- Improves the financial management of your assets wtih accurate asset lifecycle managment – "Dock to Decomm"- *get updates as changes occur*

FEATURES AND CAPABILITIES

- Aligns business processes across multiple departments and software platforms
- Provides a smooth transition between the Ivanti Service Management application and Nlyte system
- Correlates critical data related to the installation, movement or decommissioning of data center equipment
- Utilizes Nlyte's industry-leading API-based framework, enabling Nlyte to update the Ivanti Service Management system with the current status of the asset as it pertains to the Nlyte device lifecycle status
- Changes to asset lifecycle can be synchronized bi-directionally

PREREQUISITES

- Ivanti Service Management CMDB 2014.3 or SaaS
- Nlyte 12.5 or higher

ivanti CMDB　　　　　　　　　　　**Nlyte® Content Database**

> " Nlyte's suite of DCIM solutions gives us the ability to streamline management of our current six data centers, as well as the insight into how to maximize our space and resources as we consolidate these into two locations. "
>
> *Brian Desberg*
> *Director of Enterprise Data Center, Sutter Health*

> " A selling point of Nlyte was the off-the-shelf integrations with some products that we already have, and with some that we don't currently have, but are beginning to realize that we need as a large enterprise organization. What Nlyte has done is provide us with the push of – we need to stop doing it the old way and start doing it a better way. "
>
> *Sean Hendershot*
> *Manager, Data Center Ops, IT Infrastructure Division, Canon USA*

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

1150 Roberts Boulevard, Kennesaw, Georgia 30144, United States of America

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

All trademarks used herein are the property of their respective owners.