

NLYTE Connector

Nlyte Service Management Connector
for ServiceNow®

Optimize your Critical Infrastructure



SOLUTION BRIEF

Would you like your data center Move-Add-Change workflows to connect with those in ServiceNow Change and Release Management? Or perhaps you wish your IT service management requests were linked to those in your data center? Luckily, the Nlyte data center infrastructure management (DCIM) solution offers a connector to the leading ServiceNow IT Service Management solution. This provides centralized workflow process management and communication, driving your business change more efficiently.

With the Nlyte Service Management Connector for ServiceNow, 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.

THE NLYTE ADVANTAGE

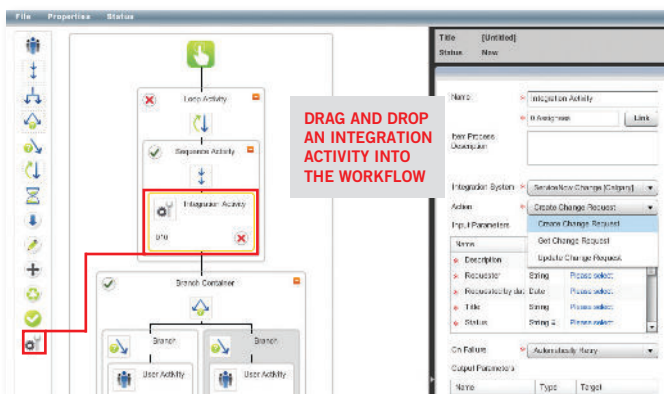
- Nlyte creates and manages Change requests (RFCs) for the data center. Data is then sent to ServiceNow, triggering the Change Management process.
- Incidents and Service Requests can be initiated from Nlyte Workflows. Data can be passed from Nlyte to ServiceNow, setting off and updating the Incident Management or Request Fulfillment process.
- Nlyte and ServiceNow workflows can be closely intertwined with bi-directional data flows to ensure that critical business processes remain synchronized in your record systems.

KEY FEATURES AND CAPABILITIES

- Align business processes across multiple departments and software platforms.
- Offer “one-click” linking between change request information and the detailed data center information collected in Nlyte.
- Provide a smooth transition between the ServiceNow IT Service Management application and
- Correlate critical data for change requests related to the installation, movement, or decommissioning of data center equipment.
- Utilize Nlyte’s industry-leading API-based workflow framework, Nlyte can update the ServiceNow change management system with the status of the asset as it pertains to the Nlyte device life cycle status.
- Execute Move-Add-Change tasks in ServiceNow Change and Release Management will flow automatically to Nlyte and be actioned using Nlyte’s “deep linking.”
- Monitor the Nlyte application to close the change task when the change process has been completed with ServiceNow Change and Release Management.
- Relay multiple ServiceNow request types from within Nlyte
- Trigger the next step in a workflow based on any number of out-of-the-box status selections
- Synchronize changes to asset lifecycle bi-directionally [Nlyte ↔ ServiceNow]

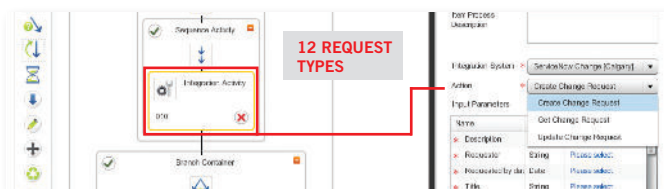
BENEFITS

- **Save time and effort while lowering risk** as two otherwise disparate change request systems (one in the data center and one in IT) can be coordinated as one.
- **Enable faster moves, adds, and changes** by allowing preplanning for asset lifecycle management: asset procurement stages can now be connected to the deployment process.
- **Reduce audit time** as moves, adds, and changes become tightly managed.
- **Improve Mean Time to Repair** – improve Service Desk SLAs by tying physical location to an ITSM request.
- **Gain faster root-cause analysis and improved event correlation** as the physical location of assets and applications on those assets become visible to the ITSM environment.
- **Enhance ITIL and COBIT** best practice processes.
- **Align change management** functions with their business drivers.
- **Improve the financial management** of your assets with accurate asset lifecycle management – get updates as changes occur.
- **Gain visibility to data center moves, adds, and changes** to the ITSM environment, including Work Order detail.



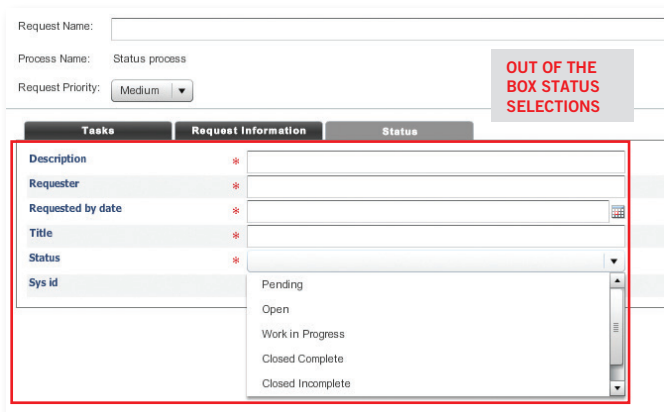
The Nlyte ServiceNow® Connector contains the following actions to integrate Nlyte with ServiceNow:

- | | |
|---------------------------|---------------------------|
| 1. Create Change Request | 7. Update Change Request |
| 2. Create Incident | 8. Update Incident |
| 3. Create Service Request | 9. Update Service Request |
| 4. Get Change Request | 10. Close Change Request |
| 5. Get Incident | 11. Close Incident |
| 6. Get Service Request | 12. Close Service Request |



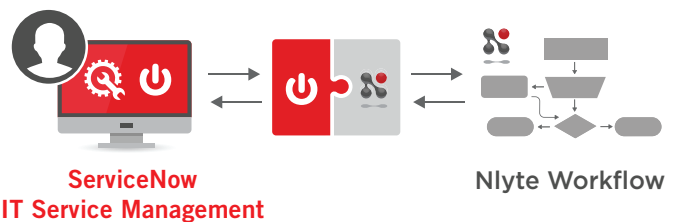
ServiceNow Service Management Connector status selections:

- | | |
|---------------------|----------------------|
| 1. Pending | 4. Closed Complete |
| 2. Open | 5. Closed Incomplete |
| 3. Work in Progress | 6. Closed Skipped |



PREREQUISITES

- ServiceNow (Helsinki)
- Nlyte 12.5 or higher
- Nlyte Workflow Manager



Nlyte Service Management Connector for ServiceNow within the Nlyte Workflow Manager: Graphical view of a Move/Add/Change workflow within the data center

STREAMLINE BUSINESS WORKFLOWS

WITH NLYTE SERVICE MANAGEMENT CONNECTOR FOR SERVICENOW®

The Nlyte Service Management Connector for ServiceNow is a valuable solution that offers numerous benefits for businesses seeking to improve their workflow processes. The connector integrates the industry-leading ServiceNow IT Service Management solution with the Nlyte data center infrastructure management (DCIM) solution. This integration provides centralized workflow process management and communication, streamlining business change and enhancing efficiency.

With the Nlyte Service Management Connector for ServiceNow, users can seamlessly implement ServiceNow process steps directly into Nlyte user-defined workflows. This feature allows for relaying all Service Management request types, triggering subsequent processes in the workflow based on pre-defined statuses. Additionally, the connector enables the synchronization of Nlyte and ServiceNow workflows, ensuring that critical business processes are kept up-to-date and synchronized in the record systems. Ultimately, the Nlyte Service Management Connector for ServiceNow offers businesses a powerful solution for improving their IT service management and data center workflows, boosting efficiency, and driving positive change.



POPULAR NLYTE CONNECTORS


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.



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