



Snow IT Service Management Enhancer

Powerful data for successful ITSM

Build your service desk solution on a solid foundation of accurate, up-to-date software and hardware information.

Many analysts, including Forbes, suggest poor data quality results in a massive 85% of CMDB implementations failing, so it is crucial to have excellent data in place to ensure a successful implementation and maximize the investment in your ITSM tool.

Snow ITSM Enhancer enables organizations to leverage the power of Software Asset Management intelligence to automatically populate the CMDB with cleansed and normalized data. The result is a consistent, reliable, up-to-date software model which improves the data quality for numerous processes such as populating the product and service catalogs, service management, procurement and automation.

INCREASE SERVICE DESK PRODUCTIVITY

The advantages of the daily automatic update include much greater productivity for service or help desk personnel. They can easily see which assets are in use and by whom allowing them to quickly diagnose problems, identify common solutions and return end users to productivity promptly, knowing their base information is correct.

DELIVER IT PROJECTS ON-TIME AND ON-BUDGET

Investment decisions to upgrade or implement new projects such as digital transformation or system migrations are delivered on time and run to budget, as projects are scoped and planned on a basis of strong, reliable and accurate data. IT customer satisfaction rates soar, and business stakeholders perceive real value in helping achieve their business goals.

Benefits

ENRICH CMDB QUALITY

- Achieve a consistent source of cleansed, normalized and accurate asset information
- Support critical ITIL and service management processes
- Achieve fast ROI on investment in your ITSM tool

INTEGRATE LICENSE AVAILABILITY TO SOFTWARE REQUESTS

- Populate the CMDB with full license availability and usage to see re-harvesting opportunities
- Provision software automatically and reduce manual overhead
- Facilitate efficient self-service license requests
- Eliminate unnecessary license spend

DECREASE RESOLUTION TIMES

- View asset data within the support ticket to ensure fast and accurate resolution times
- See end-of-life and end-of-support dates to proactively manage upgrades and conversions
- Increase customer satisfaction by increasing efficiency and minimizing errors

IMPROVE PRODUCT AND SERVICE CATALOGS

- Maintain up-to-date product and service catalogs to enhance self-service options
- Minimize cost and effort associated with updating catalogs
- Provide accurate data to ensure reliant services succeed

Customer Success

CHALLENGE:

A global leader in POS solutions, the customer's IT landscape encompassed over 2000 applications on 10,000 endpoints. Relying on existing software tools left the organization struggling with limited inventory capabilities, unreliable application data and the inability to synchronize with its ServiceNow platform. This hindered the timely resolution of Help Desk issues.

SOLUTION:

Snow enabled the company to facilitate a highly efficient and reliable process to significantly enhance user support by seamlessly integrating its Snow solution with ServiceNow.

BENEFITS:

- Increased efficiency with fully aligned software asset management and ITSM
- Robust and dynamic CMDB
- Eliminated frustration and increases service satisfaction
- Significant cost savings achieved as now only pay for what's needed

"Snow has been a game-changer for us, integrating with ServiceNow to truly optimize our CMDB. The quality and accuracy of the normalized data inventory we get from Snow has dramatically improved the ability for our Help Desk to reconcile issues quickly and effectively."

Senior Business Manager, Multi-National Payment Company

ABOUT SNOW SOFTWARE

Snow Software is the global leader in technology intelligence solutions, ensuring the trillions spent on all forms of technology is optimized to drive maximum value. More than 4,000 organizations around the world rely on Snow's platform to provide complete visibility, optimize usage and spend, and minimize regulatory risk. Headquartered in Stockholm, Snow has more local offices and regional support centers than any other software asset and cloud management provider, delivering unparalleled results to our customers and partners. To find out more about Snow Software, visit www.snowsoftware.com @snowsoftware

