



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. It is crucial to have excellent data in place to ensure a successful implementation and to 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, 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.

SHARED VALUE ACROSS ITOM, ITAM, ITSM, INFOSEC TEAMS

CIOs will oftentimes tap the IT Service Desk team for cost optimization scenarios, planning out future software updates, or jump in on Security related projects. By getting the rich data from Snow into the ITSM, the IT Operations team can marry the license availability and usage data with help desk ticket volumes. For example, how many employees are using Microsoft Teams and Zoom, how often do users experience issues, is there value in using just one, what would be the business impact, etc. Other situations may stem from the Security team that identifies a vulnerability specific to a certain version of software and requests the service desk to see which users have been impacted when by which

INCREASE SERVICE DESK AND BUSINESS UNIT PRODUCTIVITY

The advantages of the daily automatic update include much greater productivity for service or help desk technicians. IT service desk can easily see who is using which asset, allowing them to quickly diagnose problems, identify common solutions, and promptly return end users to productivity.

DELIVER IT PROJECTS ONTIME 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. These projects are scoped and planned on a basis of strong, reliable, accurate data. IT customer satisfaction rates soar, and business stakeholders achieve their business goals faster.

version and investigate the possibility of a system-wide patch update. With the ongoing adoption of more Cloud and SaaS applications, more employees remaining to work remotely outside of the company's security firewall, more collaboration is required across the various IT teams to have access to information that maintains the IT environment secure and employees productive. The ITSM CMDB is the center of all these enterprise efforts, and it requires usable data to run effectively.

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
- Leverage the breadth of more than 700,000 normalized titles while also pulling in end of life, end of support data

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 (MTTR)

- View asset data within the support ticket to ensure fast and accurate resolution
- See end-of-life and end-of-support dates to proactively manage upgrades and conversions
- Improved 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 effort associated with updating catalogs
- Provide accurate data to ensure reliant services succeed

CUSTOMER SUCCESS

Challenge

A global leader in POS solutions has an IT estate encompassing 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's solution seamless integration with ServiceNow enabled the company to facilitate a highly efficient and reliable process that significantly improved user support.

Benefits

- Increased efficiency with fully aligned software asset management and ITSM
- Robust and dynamic CMDB
- Eliminated frustration to increase service satisfaction
- Significant cost savings achieved by only paying for software they 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

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ABOUT SNOW SOFTWARE

Snow Software is changing the way organizations understand and manage their technology consumption. Our technology intelligence platform provides comprehensive visibility and contextual insight across software, SaaS, hardware and cloud. With Snow, IT leaders can effectively optimize resources, enhance performance and enable operational agility in a hybrid world. **To learn more, visit www.snowsoftware.com.**

