

Data Center Service Management (DCSM) Nlyte for ServiceNow ITSM

DATA SHEET

EXTEND YOUR SERVICENOW ITSM TO THE PHYSICAL DATA CENTER

Are you somewhat frustrated by incomplete data surrounding aspects of your physical infrastructure? Do you have inaccurate CMDB CIs, inability to know where assets are let alone when they'll arrive (especially if they are new or moving), and no way to accurately attribute operational usage costs? These items are not trivial. In fact, these information gaps lead to downstream problems such as inefficient change requests that "go dark" when something leaves IT and enters the data center, poor Total Cost of Ownership (TCO) calculations for your IT Asset Management (ITAM) solutions, and perhaps worst of all, very expensive capacity management decisions based on inaccurate CMDB information.

ITSM's Data Center Challenges

Incomplete Asset Information - Limited cabling, network, interrelationships and location information; Unaware of precise resource use (power, space, etc.); Changes taking place much faster than CMDB and ITAM solutions can keep pace

Broken, Hidden Processes - ITSM does not have complete record of data center changes (let alone statuses); Inconsistency in data center processes leads to inability to maintain SLAs

Lack of Visibility & Measurability - ITSM cannot measure data center process performance; Cannot compute true cost of service

Nlyte for ServiceNow ITSM

Data center service management (DCSM) products such as Nlyte for ServiceNow ITSM bridge the often-overlooked divide in IT organizations, enabling enterprises to maintain accurate, up-to-the minute information about their IT and data center assets, streamline their processes and improve the measurement of data center operations, thus improving service level agreements (SLAs).

Nlyte for ServiceNow ITSM works enhances the following products:

ServiceNow Change and Release Management

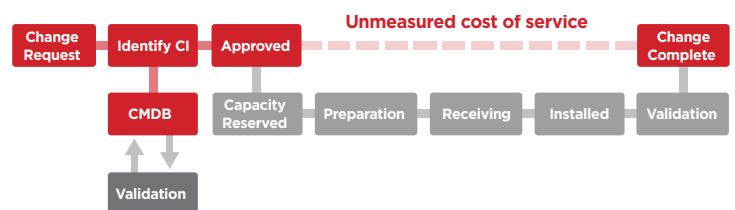
Nlyte for ServiceNow ITSM provides a TCO of service by automating change to the data center floor for physical install/move/add/change (IMAC) processes, delivering end-to-end visibility of time & costs.

ServiceNow Configuration Management

Nlyte for ServiceNow ITSM provides automation of physical assets to CI reconciliation, bidirectional base population, visibility of physical connectivity dependencies, location validation, and near real-time virtual-to-physical dependence mapping.

ServiceNow Asset Management

Nlyte for ServiceNow ITSM helps with software compliance, asset physical location validation, help identifying stranded capacity assets that no longer provide a service and are utilizing critical resources.



Nlyte for ServiceNow ITSM fills the Unmeasured cost of service

Features of Nlyte for ServiceNow ITSM

- **Capacity Planning** - Optimizes the use of data center assets, space and energy
- **Asset Management** - Know what you have and where, and optimize your asset tech refresh cycles
- **Reporting** - Automate the measurement and evaluation of your data center operations
- **Monitoring** - Real-time power strip and PDU data collection
- **Connection Management** - Avoid downtime due to human error with robust power and network visualization
- **Workflow Management** - Execute changes more efficiently down to the data center floor
- **ServiceNow CMDB Integration** - Synchronize configuration item information
- **ServiceNow Change and Release Management** - Centralize workflow process management and communication for business change

Benefits of Nlyte for ServiceNow ITSM

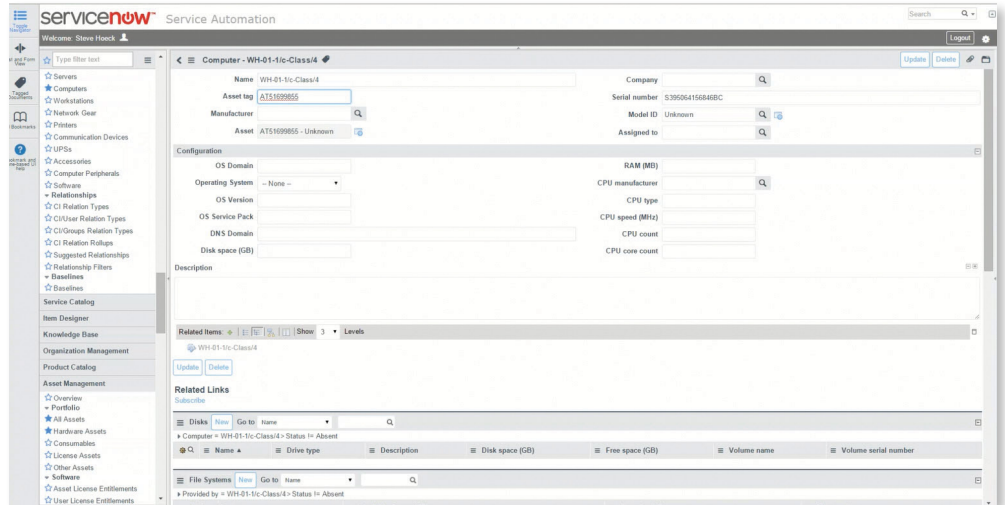
- Improved processes which don't ignore the data center
- Increased accuracy of changes occurring on the data center floor
- Measure true cost of service
- Measure true variable cost of assets
- Increase insight and value provided by ITSM solutions
- Better control of what's happening in the data center
- Increased agility in responding to the needs of the business

DCSM: Nlyte for ServiceNow ITSM

Nlyte and ServiceNow CMDB Integration

The following Nlyte data can be synchronized:

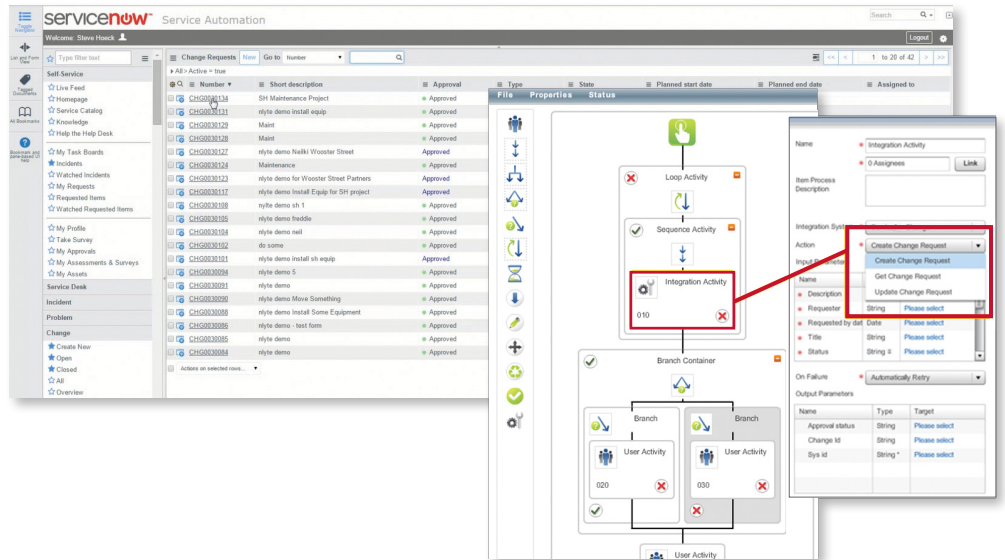
- Asset Name
- Asset Serial Number
- Asset Tag
- Asset Manufacturer and Model from Material
- Asset Location
- Cabinet Mounting
- Chassis Mounting
- Other properties exposed by Nlyte NgageAPI web services
 - Asset material or custom field API calls such as PO #, RFID Tag or custom field values



Nlyte and ServiceNow Change and Release Management

Supports bidirectional communication of change to data center physical assets and resources:

- Empowers change management personnel with increased control and transparency across all IT assets
- Reduce time to deploy and decommission assets
- Increases accuracy and reduces redundant data entry
- Increases value and reach of ServiceNow Change Management within an organization



ABOUT NLYTE

Nlyte is the leading software company that automates the management of data center infrastructure (DCIM). Many of the world's largest and most sophisticated data centers use Nlyte to become more agile, reduce costs and operate more efficiently. Founded in 2004, Nlyte provides a comprehensive and proven DCIM solution with a modern, web-services architecture. With Nlyte, customers can easily manage all their existing data center processes, resources, policies, assets and interrelationships. For more information, visit www.nlyte.com.

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