



# Data Enhancement Solutions for ServiceNow™

Complete and accurate data is the foundation for all IT Service Management (ITSM) processes. If the data in your CMDB has gaps or is from a mix of different sources, your capabilities may be limited and your results may be less than optimal. Eracent offers multiple data enhancement solutions that increase the quality and usefulness of any ServiceNow instance.

## Discovery and Utilization Details

ITMC Discovery™ provides a complete and detailed picture of all devices and applications in your organization's network and computing environment, covering desktop, data center, virtual and mobile environments. It also monitors the usage of both on-premise and SaaS applications, providing essential details that support licensing and cost optimization efforts.

Cloud infrastructure usage metrics are provided for Amazon Web Services (AWS), Azure and other platforms to ensure that your organization is getting the most out of its investment. Cloud subnets, guest and host relationships, billing information and hypervisor-level details are included in reports.

ITMC Discovery is proven to be scalable to hundreds of thousands of devices in complex global environments, making it a perfect choice to provide full coverage for enterprises of all sizes.

## Data Normalization

ServiceNow instances are typically populated with data from various discovery tools and other sources. This often leads to duplication of items and inconsistent naming conventions, decreasing the usefulness and reliability of the data. Eracent's SCANMAN™ Data Normalization process transforms and streamlines inconsistent data from multiple sources. Raw, "noisy"; discovery data from SCCM™, ServiceNow Discovery, and other tools can be cleansed and presented with standard naming conventions, resulting in a data set that is easy to understand and use with confidence.

519 Easton Road  
Riegelsville, PA 18077

+1 908.537.6520  
[www.eracent.com](http://www.eracent.com)  
[info@eracent.com](mailto:info@eracent.com)

## Product Enrichment and End-of-Life Data

Building a comprehensive and accurate product catalog can be a challenge. Since multiple data sources with different levels of detail are often used, the consistency and quality of the resulting data can vary significantly.

To help bridge these data gaps, Eracent offers IT-Pedia®, a comprehensive IT product library that is an invaluable tool for building and maintaining asset and service catalogs. It provides non-discoverable details about millions of IT products of all types in one convenient, easy to access source. This enrichment data, which is based around SKUs and MPCs, includes many key attributes such as:

- Classifications and UNSPSCs®
- Makes, models, application names, versions and editions
- Applicable licensing programs and product use rights
- Extended hardware attributes such as weight, physical dimensions and power usage

IT-Pedia also provides critical End-of-Life (EOL) and End-of-Support (EOS) dates for software applications and hardware. This information is crucial when planning refresh cycles to ensure future compatibility and avoid security risks around obsolete application versions that can no longer be patched.

IT-Pedia is updated daily and is available as a subscription service.

## Software License Optimization

One of the most beneficial uses for your complete, normalized data set is the ability to conduct regular, automated license reconciliation and optimization reporting for your software portfolio. Eracent's specialized Continuous License Reconciliation (CLR)™ modules calculate effective license position reports and provide license optimization recommendations. This helps ensure compliance around license entitlements, minimizes publisher audit risk, and reduces software expenditures.

CLR modules are available to manage complex license models including IBM's Processor Value Unit (PVU) and Subcapacity-based products, Oracle® database applications, SAP® applications and Engines, Microsoft SQL Server, and many more. Detailed usage metrics are also provided for SaaS applications. Reconciliation results can be automatically loaded to associated records in ServiceNow instances.

To learn more about how Eracent can help you get the most out of your ServiceNow instance, contact us today!

519 Easton Road, Riegelsville, PA 18077

+1 908.537.6520

[www.eracent.com](http://www.eracent.com) | [info@eracent.com](mailto:info@eracent.com)

