

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 bridge these data gaps, Eracent offers IT-Pedia[®], a comprehensive IT product data 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 manufacturer product codes, includes many key attributes such as:

- Classifications and UNSPSCs[®]
- Makes, models, application names, versions and editions
- Applicable licensing programs, product use rights and pricing options
- 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 valuable uses for your complete, normalized data set is the ability to conduct regular, automated license reconciliation and optimization reporting for your software portfolio. 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 when renewing maintenance and subscriptions.

CLR modules are available to manage any product that uses common license models, as well as products that are licensed under complex models including IBM's Processor Value Unit (PVU) and Subcapacity-based applications, Oracle[®] database applications, SAP[®] applications and Engines, Microsoft SQL Server, and others. Detailed usage metrics are also provided for SaaS applications. Reconciliation results can be automatically loaded to associated models and records in ServiceNow instances.

Eracent offers several pre-built, bi-directional integration options with ServiceNow to share data between the systems. These include APIs and Now-Certified integration that is available via the ServiceNow App Store.

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

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