

6 ways to enhance ServiceNow success through better discovery and CMDB

Your ServiceNow success is based on accurate, timely data

Are you getting it?

- ✓ **Quicker MTTR** for affected business services because of accurate service maps
- ✓ **Higher user satisfaction** with changes because of predictive impact analysis
- ✓ **Faster service desk ticket resolution** because agents don't have to search for how items are configured

CMDB

Records

Attributes

Or are you faced with...

- ✗ **Incomplete, flipping, or inaccurate data**, which makes it harder to detect and resolve issues
- ✗ **Outdated data due to discovery timeouts** or long reconciliation that does not reflect the actual state of your IT
- ✗ **Costly, complex customizations** to discovery and data, undermining the benefits

What if you could make your ServiceNow solutions do more?

Extend the value of your ServiceNow investment by augmenting your CMDB with OpenText™ Universal Discovery and get:

- 1

Faster time to value

with out-of-the-box and easily customizable configurations
- 2

More reliable data

with only changed data discovered and processed
- 3

Better value

with no additional charges for container, cloud service, and basic network discovery
- 4

Deep and reliable endpoint discovery results,

backed by decades of development
- 5

Total visibility

leveraging a deeper pool of CI types
- 6

Advanced network discovery

with recognition of more than 3,500 network devices from more than 250 vendors

We spent 18 months trying to implement ServiceNow Discovery for cloud and could not do it. We did it with [OpenText] Universal Discovery in six days.

CTO, Financial Services Company

Better discovery is just 3 easy steps away

Integrating OpenText Universal Discovery and CMDB into ServiceNow is simple—and doesn't require replacing the ServiceNow CMDB.

Step 1
Enable the ServiceNow adapter.

Step 2
Create your users with access rights.

Step 3
Get up and running with default settings and configurations or customize as needed.

Give ServiceNow CMDB the data it deserves with OpenText Universal Discovery

[Get started here](#)