

Nexthink CMDB Connector



Automate discovery of computing assets, gather end-user experience information to make better decisions, conduct more effective root cause analyses, and minimize IT risks by better understanding the impact of change.



Trouble keeping track of IT assets and configurations?



Flying blind when it comes to understanding the impact of change?



Is Root Cause Analysis time consuming and painful?



Can you effectively analyze the relationship and dependencies between different IT assets and services?

For the first time, you can rely on a trusted CMDB. No more missing or incomplete data that can trigger risky decisions, time-consuming data hunting and annoying cross checking. Anyone can rely and work with a trusted and reliable CMDB by automatically synchronizing endpoint analytics and end-user feedback that Nexthink discovers in real-time at every device into the ServiceNow CMDB.

Key features



More accurate impact analysis during and after change, with a systematic update of the Configuration Items.



Enhanced understanding of service usage allowing for more informed decisions.



Dynamic gathering of real-time information from endpoints, users and services along with their respective relationship automatically updated into the CMDB.



Simplified auditing and compliance with accurate data populated into the CMDB.



Learn more at discover.nexthink.com/servicenow



A discovery app in your ServiceNow store at your disposal



Advantages of the Nexthink CMDB Connector

Impact analysis of change	Analyze the impact of a service outage on your CMDB with up-to-date usage information.
Hardware refresh	Target the hardware refresh priorities by using Nexthink's performance scores on your endpoints.
Windows 10 readiness	Support your Windows 10 migration process with actionable data thanks to a customized readiness score for each device.
Proactive end-user experience improvement	Correlate service management with end-user satisfaction by importing user experience score and running a custom report.
Adoption / usage	Build custom reports with Nexthink and analyze software adoption / usage trends.

Your IT organization will benefit from:

Improved efficiency

Automatic CMDB population will eliminate unnecessary manual effort and rework.

Better understanding

Clear insight into service usage and assets.

Greater visibility

With information on assets along with their respective relationship automatically updated into the CMDB.

Improved effectiveness

Configuration Items are systematically updated during the change request process.

Better control

Simplified auditing and compliance with accurate data populated into the CMDB.

Complete accuracy

Your CMDB becomes the trusted, single source of truth you need to quickly react to a given situation – no more need for cross checks!