Automate accurate asset management for your ServiceNow® CMDB

Delivering real-time and complete asset intelligence for your CMDB platform

Solution Benefits

- Gain an automated, accurate solution for your CMDB's asset inventory

- Unlock continuous source data updates that provide a "Live Inventory" view

- Reconcile and deduplicate CIs to increase the value of your ServiceNow CMDB platform

- Enhance the CMDB inventory with Sevco's asset telemetry that captures detailed asset changes

- Save time and resources only maintaining a single set of ServiceNow IRE rules

ServiceNow's configuration management database (CMDB) is an essential tool for IT decision making. It enables a variety of powerful workflows for managing and automating your IT and security controls. And it does this by storing all the data associated with your IT assets and configuration items (CIs) from across the enterprise environment to give you visibility into all your IT resources.

For a CMDB to operate optimally, it must remain highly accurate. Getting accurate, up-to-date asset records into the CMDB is a significant challenge for most enterprises. It's a time-consuming process that requires constant, manual updates.

Sevco Security alleviates these challenges. Enriching your ServiceNow CMDB with Sevco data aggregates, correlates, and de-deduplicates inventory reports from multiple sources to deliver comprehensive, accurate, and real-time asset intelligence.

Integration overview

Sevco's integration with your ServiceNow CMDB enriches your asset inventory with a reliable source of truth for your enterprise-wide asset intelligence. Not only do you gain an accurate view of your assets, but you'll also relieve your team's time and resources with an automated, modern approach.

Sevco plugs into your CMDB technology quickly and easily using native APIs, delivering quality and performance improvements for your IT and operational processes.
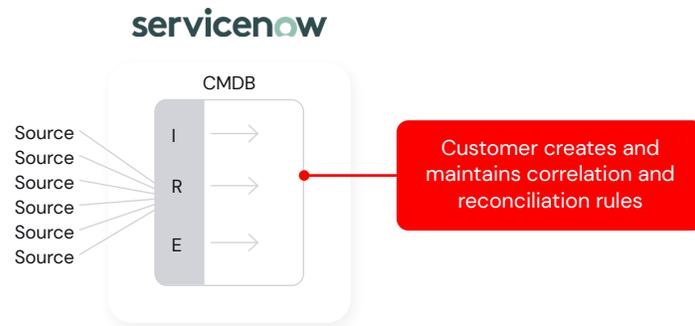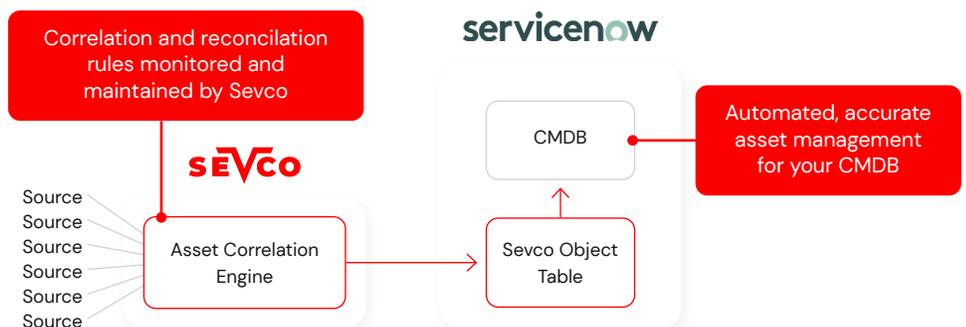
Figure 1. Before integrating with Sevco

Figure 2. After integrating with Sevco

A modern approach to asset intelligence for your CMDB

Gain accurate CMDB data

CMDBs like ServiceNow give you tools to get data into the platform but correlating multiple sources and overall data accuracy fall on your team's shoulders, which takes a lot of effort and invariably produces incomplete, inconsistent, and stale data visibility.

Sevco takes responsibility for the quality and accuracy of your asset inventory by automatically aggregating and deduplicating unique inventory reports from your disparate sources to deliver a complete asset inventory—directly into your CMDB platform.

"Integrating Sevco with our ServiceNow platform was a 'no brainer' decision. We instantly simplified asset inventory efforts for our CMDB. With accurate asset intelligence, our team now has greater confidence in the decisions we make based on our CMDB data." – CIO, Global Fiserv Company

Reduce CMDB maintenance

A healthy CMDB relies on a detailed and complete view of the enterprise environment, which is becoming increasingly complex with software, applications, users, and assets spread across the on-prem and multi-cloud infrastructure. Capturing this in a CMDB requires time and expertise to create and consistently maintain identification and reconciliation rules.

Sevco relieves you from maintaining CMDB rules by automatically reconciling gaps and enriching your CMDB with a reliable source of truth of your enterprise-wide asset ecosystem.

Increase CMDB value

Beyond helping to maintain high service availability, a CMDB is a critical tool to deliver data-driven business outcomes, both within IT and more broadly across the business. To make informed decisions and ensure a change doesn't accidentally create a service outage, your CMDB must have a full picture of your configuration items (CI)—the components of your operational environment.

Our rigorous approach to delivering accurate asset intelligence automatically reconciles duplicate records while also ensuring your CMDB won't have any gaps from missing CI information. We also understand that asset intelligence isn't static. That's why Sevco captures your asset changes, whenever they occur, so you have real-time asset telemetry to support your decision making.

Our Integration with ServiceNow

Sevco integrates quickly and easily with your ServiceNow platform. ServiceNow pulls all Sevco device data on a scheduled cadence and stores each device as a record in the Sevco Object table.

This update triggers the Async Transform to CMDB business rule, which inserts the record into the Sevco Object Transform table. From there, the Sevco Object Transform map is applied, and the record is merged into the Hardware table of the CMDB.

Throughout this process, tags are applied and synchronized to both Sevco Object and Hardware records. This makes it simple to perform searches and workflows based on those tags. If any stale records are found during the collection process, they will be retired from the CMDB.

Learn more

To learn more about how Sevco can deliver real-time and complete asset intelligence for your CMDB platform, request a live demo.

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About Sevco Security

Sevco exists to fix a decades-old problem: attackers know the networks they target better than the companies that own them. Sevco is a cloud-native asset intelligence platform that delivers converged asset inventory and generates real-time asset telemetry, then publishes both for use by other IT systems. Sevco makes sense of the data our customers already have, making their existing products and procedures more effective. Founded in 2020, Sevco is based in Austin, Texas. For more information, visit https://sevcosecurity.com or follow us on LinkedIn and Twitter @SevcoSec.