JOINT SOLUTION BRIEF

Empower your reporting capabilities with a single data structure

THE DATA GAP CHALLENGE

Configuration Management Databases (CMDBs) provide a single source of truth across IT infrastructures and connect digital workflows. Yet, they're only as powerful as the data that drives them. Missing device details not only create data gaps, but often result in clunky manual processes, untrustworthy reporting, and negative business outcomes.

JOINT SOLUTION

Automox and ServiceNow have partnered to give you greater visibility and analytics across your enterprise IT environments. As a member of the ServiceNow Service Graph Connector Program, Automox asset data can be automatically synchronized within the ServiceNow platform. With the ability to also tie this data into ServiceNow IT Service Management (ITSM) and IT Asset Management (ITAM), organizations can expand Automox insights across their IT, operations, asset lifecycle management, and other digital workflows.
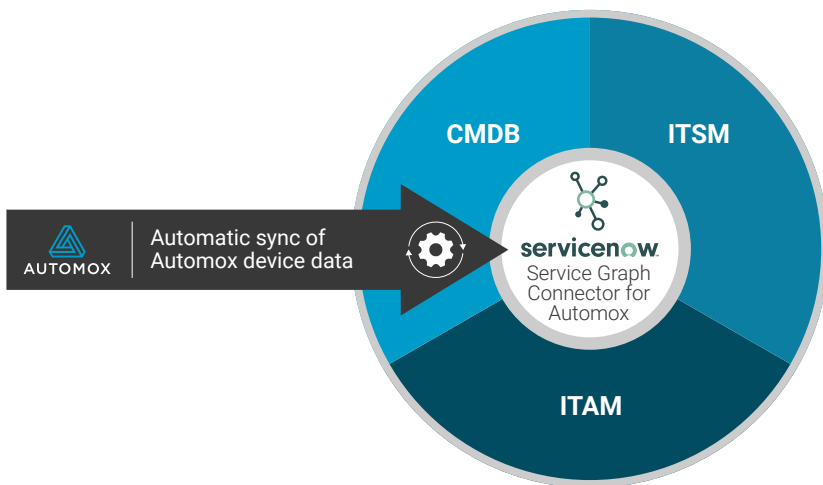
ABOUT AUTOMOX

Cloud-native
endpoint management with zero infrastructure to manage

Multi-platform
support across Windows, macOS, and Linux devices

World-class API
with a powerful interface for seamless app integration

Real-time Data Insights
with scheduled automatic data imports

FIGURE DESCRIPTION:
Through the Service Graph Connector Program, Automox data can be automatically synchronized within the ServiceNow platform.

KEY BENEFITS
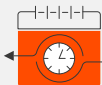
Be more strategic
Immediately expand intelligence and strengthen your data-driven decisions with one reporting structure

Power IT productivity
Streamline cross-team workflows and connect complex processes with a universal data source

Slash cost and complexity
Remove the need for additional tools, agents, and data sources, including the infrastructure to manage them

Make asset mangement easy
Find unreconciled assets, underutilized or unmanaged devices, spec incongruencies, and inventory shrinkage

HOW IT WORKS

Follow the steps below to sync your ServiceNow instance with Automox. Once you have completed this process, ServiceNow will automatically ingest Automox data based on the schedule you set.

1. Install the Service Graph Connector for Automox found within the ServiceNow store.
Note: Users require at least one ServiceNow license with entitlements
to a Service Graph connector.

2. Through guided steps, configure the Automox connector by creating a connection, adding credentials, and setting an import schedule.

3. Automox data is mapped and correlated through the ServiceNow rules, associating over 50 critical device data points, such as model, last logged in user, pending patches, and device status within new and existing ServiceNow CMDB records.

ABOUT SRC CYBER SOLUTIONS LLP

At SRC Cyber Solutions LLP, we provide Next Generation, Automated and User-Friendly solutions in partnership with AUTOMOX for Patch and Endpoint Management, IRONSCALES for Comprehensive Email Security and Anti-Phishing Protection, THREATX for WAAP (WAF++) with an Attack-Centric approach for Web Application and API protection and Project Ares for Online Gamified Simulation-based Cyber Security Training.