

# Miradore for ServiceNow

Part of Miradore Management Suite



## Benefits

- Improve efficiency with workflow automation
- Improve user satisfaction
- Make the right business decisions with the help of up-to-date asset information

## Solution overview

What is the most cost-efficient way to resolve an incident? Yes, before it occurs. If you are capable of taking pre-emptive actions before something breaks, or if you can automate your user requests, you will save time and money, avoid service breaks, increase the efficiency of your helpdesk, and improve user satisfaction.

Miradore complements IT service management capabilities of ServiceNow by feeding it with quality, real-time data from IT assets. Miradore enables proactive IT service management with the help of its versatile automation capabilities. Miradore automates workflows on all main IT asset platforms: Windows, macOS, Linux, iOS, and Android.

## Features

## Specification

Automate workflows

Miradore provides a comprehensive and easy to use action toolset for automating workflows and repetitive tasks related to your IT assets. Trigger actions from ServiceNow, let Miradore run the actions on the devices, and receive the status and result immediately.

Get instant up-to-date data

Miradore discovers and collects hundreds of attributes, including changes about your assets. You may collect any custom information remotely as well as update any information. In addition, the status of all actions triggered are available for all ServiceNow users.

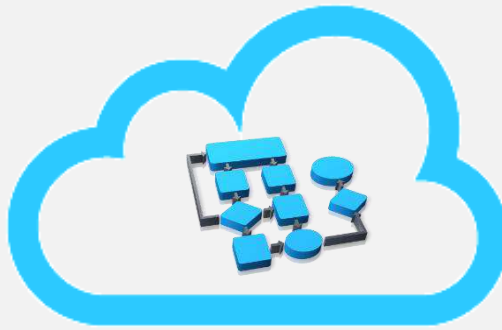
Easy integration

With the help of the Miradore API, you have access to the Big Data of your IT assets and you can automate your service management processes. The Miradore API is a REST-based web service.



## Automated IT Operations

### Service Management



Get Data

Trigger Actions

Miradore discovers and collects hundreds of attributes, including changes about your assets, including:

- Asset online status
- Software versions
- Software metering information
- Security status
- Hardware configuration
- Hard disk status
- Lease/warranty information

Trigger hundreds of actions and get instant feedback of their status, including:

- Install software
- Restart computer
- Clean up disk space
- Change asset lifecycle status
- Approve and Install security patches

HTTPS

### Device Management



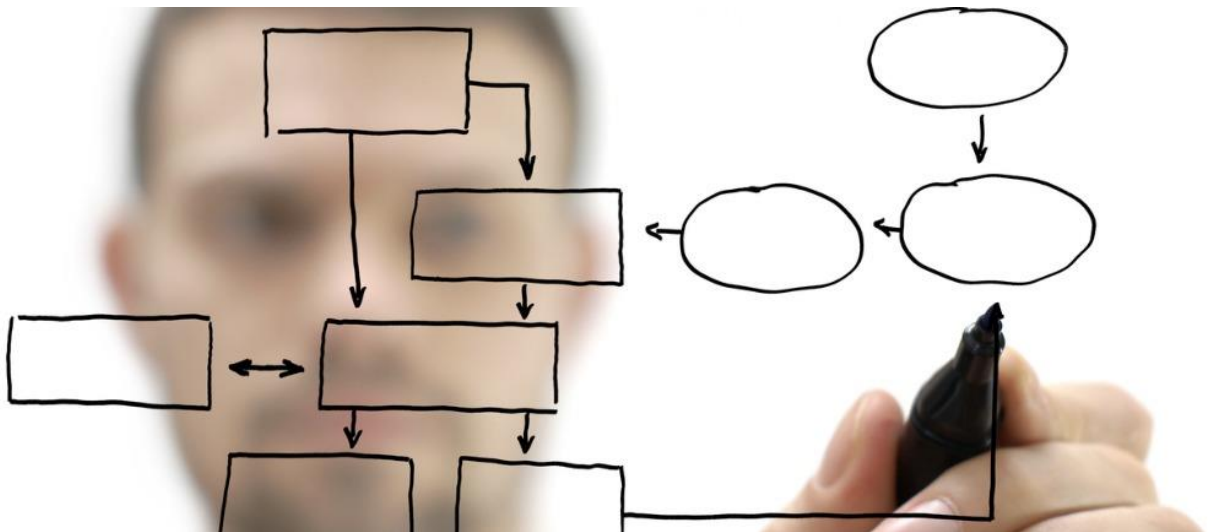
Discover,  
Get Data,  
Get Status

HTTPS

Run Actions

### IT Assets





## Delivery specifications

- The ServiceNow integration capability is part of Miradore Management Suite.
- Get started by downloading our certified Integration Application from the ServiceNow Store (<https://store.servicenow.com>) in order to import asset data.
- Full automation available using the Miradore API, a REST-based web service.
- Miradore can be provided as Software as a Service (SaaS) or as self-hosted.

## Requirements

- HTTPS-connectivity to your Miradore instance from your ServiceNow instance.
- Miradore Management Suite is available in English.

## For more information

For additional information, visit [miradore.com/miradore-management-suite/](https://miradore.com/miradore-management-suite/)

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