THE CHALLENGE
Advancements in consumer product and delivery experiences have set high expectations for corporate IT. Today's employees expect the service desk to know everything about everything connected to the corporate network, and to provide real time delivery on requests. The employees are often disappointed by opaque handoffs, unexplained delays, and lack of consistency. IT's default solution is to task more people with more work, which usually exaggerates the issues rather than alleviating them. Simply put, IT is over-worked and under-automated.

One specific example of this problem is the request and delivery of software to employees. The current online shopping experience that employees use sets an expectation of immediate product delivery upon request. However, most IT organizations lack the automation and integration to meet these expectations, instead they rely upon manual action to fulfill the employee's request.

THE SOLUTION
ITS Partners solves this issue with an Actionable Integration between ServiceNow and Microsoft SCCM. This integration automates the SCCM software delivery and client actions from ServiceNow. The integration is compatible with SCCM 2007 through 2012 R2.

Automation occurs by executing a SCCM software delivery and client actions from a Service Catalog Software Request or from a link on a form. Automation examples include triggering computer reboots from an Incident or automatically installing software upon a Service Catalog request. ServiceNow Orchestration is not a requirement.

Features of the Actionable Integration: ServiceNow to SCCM
- Execute SCCM software delivery and client actions on computers managed by SCCM and imported from SCCM
- From a link within an Incident record
- From a Service Catalog Item request for Software with automated task deliver from SCCM

Other Actionable Integrations by ITS Partners
- Learn more at www.itsdelivers.com/integrations

www.itsdelivers.com  (877) 258-4747  in /company/its-partners  @its_partners  /itspartners  itsdelivers