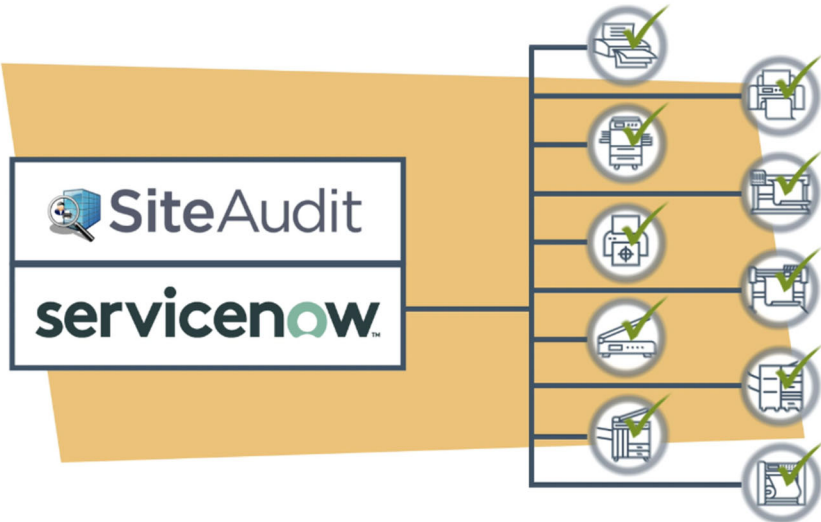


SiteAudit ServiceNow Connector

Netaphor SiteAudit™ for Asset Management & Automatic Workflows

Netaphor
Software



Solution summary:

- Reduce IT Management Costs
- Increase Service Performance
- Automate Ticket Workflows
- Printer Error Ticketing
- Supply Level Thresholds
- IT Asset Reports Include Printers
- Data Integration: Printer Assets, Supplies, Incidents & Counters

SiteAudit ServiceNow Connector™

The SiteAudit ServiceNow Connector automates ServiceNow ticket workflows and provides a complete printer data set for IT asset reporting. It extends the printer configuration items (CI) and is configurable to include assets, supplies, incidents and counters. The result is big cost savings and improved service performance.



ServiceNow displaying two printers uploaded from SiteAudit.

Serial Number	Manufacturer	Model	IP Address
1001234567	HP	HP LaserJet Pro M404dn	10.10.10.10
1001234568	HP	HP LaserJet Pro M404dn	10.10.10.11

ServiceNow displaying two incidents from two printers uploaded from SiteAudit.

Incident Number	Printer	Category	Priority
INC0012345	HP LaserJet Pro M404dn	Printer Error	High
INC0012346	HP LaserJet Pro M404dn	Printer Error	High

ServiceNow displaying printer consumables data.

Consumable	Average Pages Per Day	Color	ColorKit	ConsumableStatus As String	Coverage	Detected (UTC)	Estimated Time Remaining	Index	Level As String
Cyan Ink Cartridge	1000	Cyan	In Use	In Use	100%	2019-11-15 15:00:01.28.5972	4	4	8.0%
Yellow Ink Cartridge	1000	Yellow	In Use	In Use	100%	2019-11-15 15:00:01.28.5972	3	3	15.0%
Black Ink Cartridge	1000	Black	In Use	In Use	100%	2019-11-15 15:00:01.28.5972	1	1	55.0%
to Ink Cartridge	1000	to Ink	In Use	In Use	100%	2019-11-15 15:00:01.28.5972	2	2	15.0%

ServiceNow displaying printer counter data.

Counter	Value	Unit
Blue Print	147	Pages
Blue Small	353	Pages
Blue Usage	147	Pages
Blue All	353	Pages
Color All	353	Pages

ServiceNow with SiteAudit supplies and counter data



Find out how to get Connected

See how ServiceNow help desk knows printer problems before users do, tickets open as soon as the incident happens without requiring manual input and there's no possibility of error in ticket transcription.

For details click SiteAudit ServiceNow Connector [video](#) here or visit Netaphor at www.netaphor.com

Netaphor SiteAudit ServiceNow Connector

Data Integration to reduce cost and increase service performance



Product Requirements:

- SiteAudit OnSite v7 or Hosted v7 or later
- SiteAudit ServiceNow Connector license
- ServiceNow instance
- Microsoft Internet Information Services (IIS)
- Microsoft ASP.NET Core bundle
- Windows 10/2016/19 Server

"Unlike some other fleet-management solutions, SiteAudit can collect granular usage data from both networked and locally connected devices from all major OEMs." - KeyPoint Intelligence, Buyers Lab

Key Benefits

- **Cost Reduction**
- **Higher Service Performance**
- **Printer Visibility**
- **CMDB Integration**
- **Setup and Support**

Description

- Automating ticket workflows reduces ticket processing costs by up to 80%
- Printer problems get fixed faster and before end users know there is a problem
- Connector provides a complete view of the fleet inventory so the organization has visibility of what printers should be managed
- Connector not only supports the standard ServiceNow printer fields but extends the CMDB to include more assets details, incidents, supplies and counter information
- Installing the ServiceNow Connector is supported by Netaphor Professional Services. Implementation is designed to meet customer specific data and ticketing objectives



ISV/Software Solutions



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Netaphor Software, Inc.
Netaphor SiteAudit 5.0
Outstanding Fleet Management Solution

Netaphor Software, Inc.
SiteAudit 6
Outstanding Fleet Management Solution

Netaphor Software Inc.

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