Exec Product Announcement – ServiceNow ITSM & ITAM Integration
Company: Miro
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Drive deeper organizational success with integrations of ServiceNow ITSM and ServiceNow ITAM into Miro Enterprise

Optimizing workflows and asset management in your IT environment is key to increasing your organization's productivity and efficiency. Miro is therefore pleased to announce the integration of ServiceNow's IT Service Management (ITSM) and IT Asset Management (ITAM) offerings with Miro Enterprise to maximize the ROI on your investments.

Save time and money while scaling faster

ServiceNow ITSM rapidly aggregates your organization's disparate tools and data sources so that you can deliver resilient services on a single cloud platform. In addition, ServiceNOW ITSM creates packages of key applications that allow you to scale depending on changing needs. With this integration, service desk professionals can automate requests directly in the Miro admin panel to create tickets in the ServiceNow IT dashboard, including:

- Issuing new licenses
- Adding team members
- Upgrading licenses

Use these automations to:

- Scale teams faster with greater request control
- Establish efficient workflows and increase productivity
- Maintain compliance and consistency of all tools and data sources in the IT environment

While the goal of ServiceNow ITSM is to improve IT delivery and quality of services, we turn now to the complementary ServiceNow ITAM that provides IT inventory and use assessments to manage the end-to-end lifecycle for software licensing, hardware assets, and cloud in one platform. With the impact of Covid-19 on the need for hybrid work, we'll address the increased importance of ServiceNow ITAM integrated with Miro.

Maximize the advantage of ServiceNow ITAM with Miro Enterprise in the post-pandemic world

Covid-19 has not only had huge effects on human health, but a transformative impact on the technology infrastructure we've adopted to keep businesses and essential services running in a time of crisis. Many companies have heavily scaled Software as a Service (SaaS) to provide hybrid work environments that allow employees to work from anywhere, increasing the need for SaaS oversight.

As a leader in SaaS Management, ServiceNow ITAM gives you clear visibility into your organization's tools, infrastructure, and redundancies. It allows you to automate the end-to-end lifecycle for software licenses, hardware, and cloud to reduce risks and control costs as you plan, service, and operate IT assets. Its integration in Miro Enterprise enables you to:

- Analyze Miro use with deep insights into license adoption, user engagement, and business unit/departmental costs
- Repurpose Miro licenses with low account activity to optimize use and control costs
- Predict Miro costs more accurately

Cost-efficient collaboration with speed

Miro connects the groups and team in your company on one platform for enhanced collaboration and faster product delivery. SeviceNow ITSM and ServiceNow ITAM integrations ensure you are making the most of Miro Enterprise in your IT environment, maximizing productivity and efficiency. Contact us today to get started.