Software Asset Workspace

Drive software manager productivity with a purpose-built workspace

The new Software Asset Workspace was developed based on extensive research with customers to understand exactly what they need and the actions that are driven by that information. Customers said, “Tell me what I need to work on and guide my experience.” We listened. Asset management team members have also told us that this workspace, which is built on the Next Experience and the Now® Platform, makes day-to-day work easier, more friendly, and less taxing.

If you’re an asset manager or someone who manages a technology asset management team, the software asset workspace makes you more efficient at reducing asset costs, minimizing risk, and optimizing your assets and resources, regardless of whether they are on-prem or in the cloud.

A single-pane view for critical SAM priorities and activities

Software Asset Workspace, available with ServiceNow® Software Asset Management (SAM), provides optimization alerts on an intuitive dashboard to take the guesswork out of software asset lifecycle processes and keeps asset records accurate and always up to date.

A modern UI to reduce complexity and increase productivity

Improve software lifecycle visibility

Help software move seamlessly through lifecycle processes with increased visibility of the software estate on an intuitive, modern dashboard.

Get automated optimization alerts

Stay on-top of critical software management tasks with automated alerts notifying you of optimization opportunities and key actions.

Consolidate SAM tasks on a single dashboard

Drive action and outcomes with visibility into normalization suggestions, import errors, missing data, potential savings, and potential true-up costs.

Get to outcomes quickly with Playbooks

Initiate playbooks from within the workspace for step-by-step guidance for completing time consuming tasks such as entering entitlement information – supplements known information for creating individual entitlements and simplifies bulk entitlement imports.

For more information visit: servicenow.com/SAM

You can use the Software Asset Workspace, the intuitive and streamlined user interface of the ServiceNow SAM application, to manage software licenses, compliance, and optimization. You’ll have a single place to view and manage products approaching end of life, publishers and products out of compliance, true-up costs, and more.
Software Asset Workspace landscape

The Software Asset Workspace is a unified medium with multiple views. The views let you create entitlements, software models, run and review reconciliation results, remediate non-compliance, give visibility into your software assets, and provides access to analytics via dashboards. Easily navigate between SAM tasks without having to switch tools.

"Take the guesswork out of software lifecycle management processes."

Software Asset Workspace views

<table>
<thead>
<tr>
<th>View Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software asset overview</td>
<td>Software asset overview serves as the landing page for many of the day-to-day activities asset managers perform. Create entitlements, run reconciliations, view key metrics, and stay alerted on time sensitive actions and notifications regarding software assets.</td>
</tr>
<tr>
<td>License usage</td>
<td>View the compliance status for all major software publishers and easily review reconciliation results, reclaim unused software, and view and run reports.</td>
</tr>
<tr>
<td>License operations</td>
<td>View all license and discovery models that are managed by the Software Asset Management application. Quickly access software entitlements, software models, import entitlement errors, and discovery models.</td>
</tr>
<tr>
<td>Software asset analytics</td>
<td>View consolidated dashboards for SaaS, engineering licenses, optimization and potential savings, and monitor software normalization rates.</td>
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