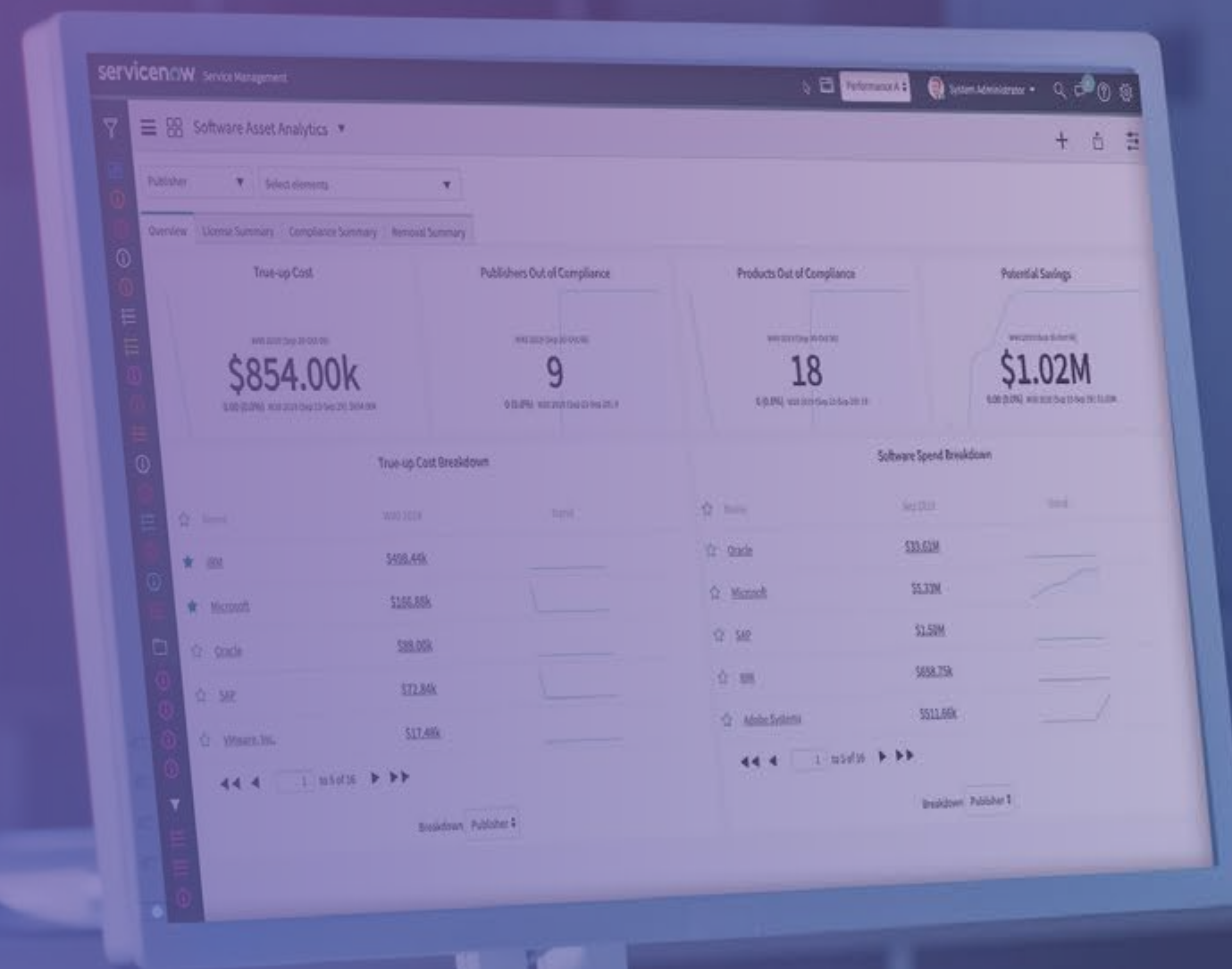


Better Together: SAP ERP and ServiceNow IT Asset Management



enosix

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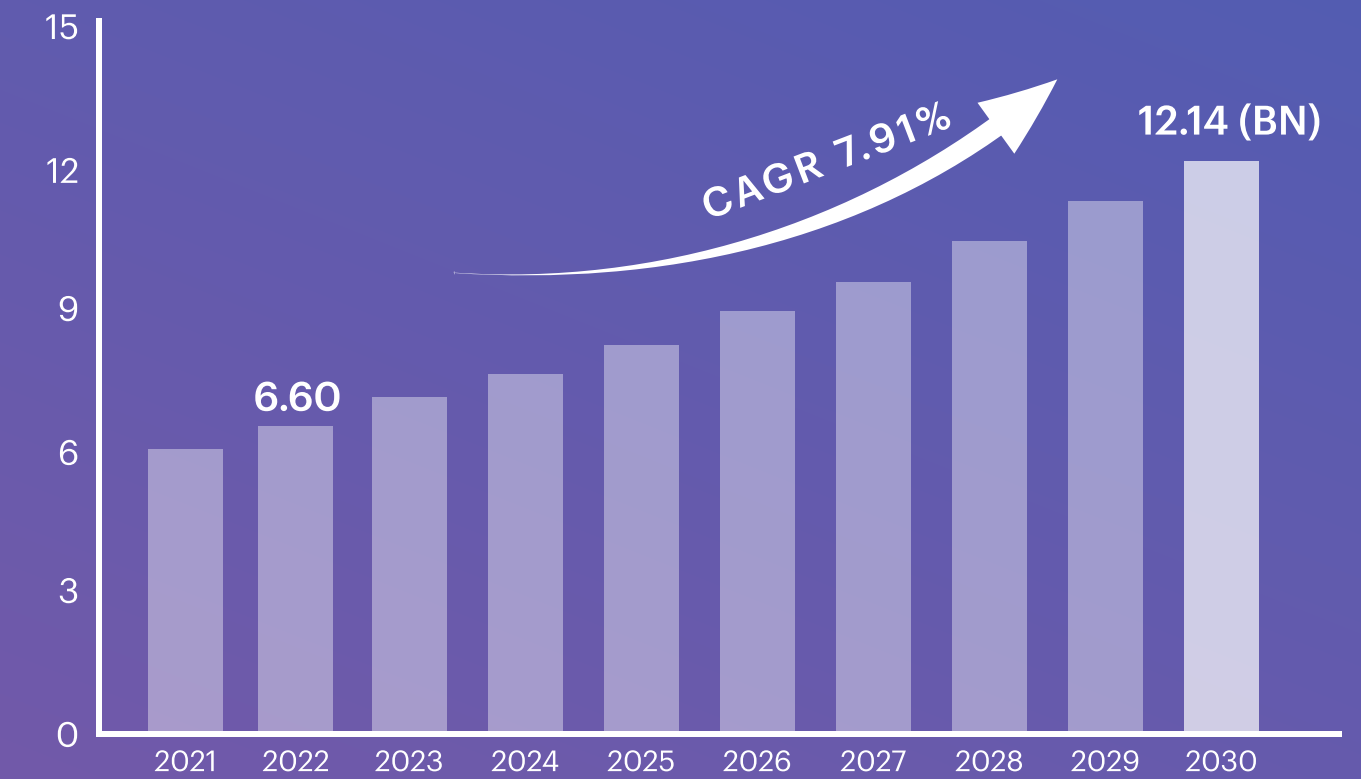
Better Together: SAP ERP and ServiceNow IT Asset Management

IT Asset Management (ITAM) is the process of managing an organization's IT assets, including hardware, software, and digital data. It enables optimization of IT resources, improves operational efficiency, and reduces costs by ensuring that assets are properly managed throughout their lifecycle. This drives cost-optimized asset acquisition and utilization, maximizes return on investment, minimizes risk associated with software licensing and compliance, and ensures business continuity.

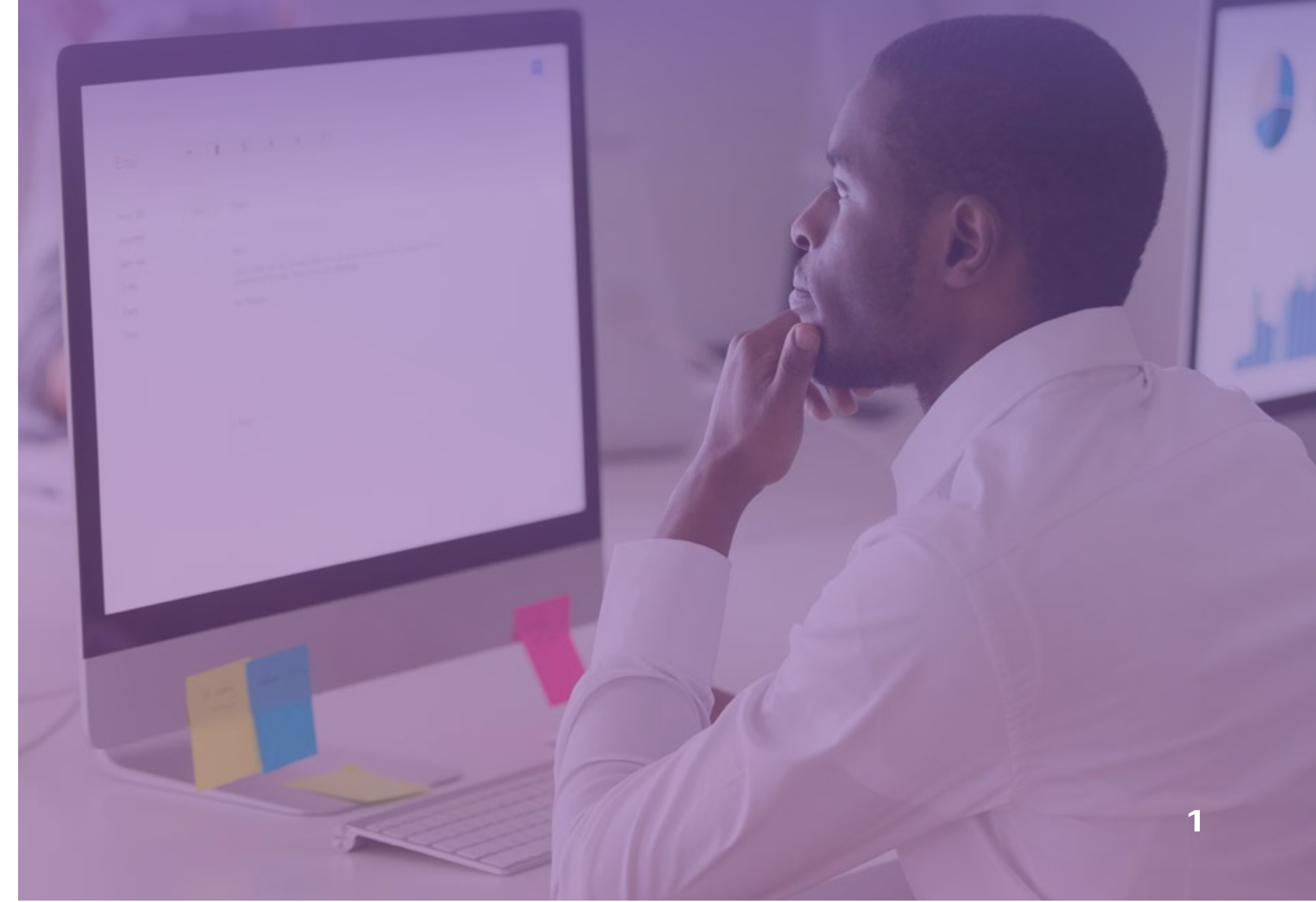
According to a [recent study](#)¹, the global ITAM market size was valued at \$6.6 billion in 2022 and is expected to reach \$12.14 billion by 2030. Savvy organizations are not just investing in ITAM, but integrating it with SAP - maintaining a single source of data but also enabling employees to use real-time SAP data directly in their front-end systems, like ServiceNow.

¹<https://www.snsinsider.com/reports/it-asset-management-software-market-2179>

Global ITAM Software Market Growth



7.91% MARKET SIZE
CAGR



Meeting the challenge

Integrating with SAP is incredibly challenging—from its proprietary development language, to the German terminology, to the application logic—before the [SAP even acknowledges it](#). This means organizations typically default to manual integrations—also known as employees jumping between screens and systems or swivel-chair integrations. Beyond lost employee productivity, these “business as usual” processes hinder digital transformation and process automation—ultimately making organizations less agile while also creating data silos. The answer is low-code/no-code solutions that unite SAP and front-end systems like ServiceNow.

By integrating SAP and ServiceNow, enterprises can address key business challenges without deploying another middleman solution. This includes:



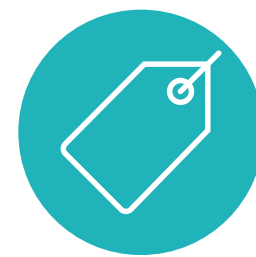
Accelerating business process automation (BPA)

by connecting SAP and ServiceNow to trigger seamless workflows



Improved user experience

eliminating swivel chair/screen-jumping and putting all the necessary information in a single screen



Improved pricing visibility and accuracy

ensuring hardware and software is only purchased when needed and at pre-negotiated prices



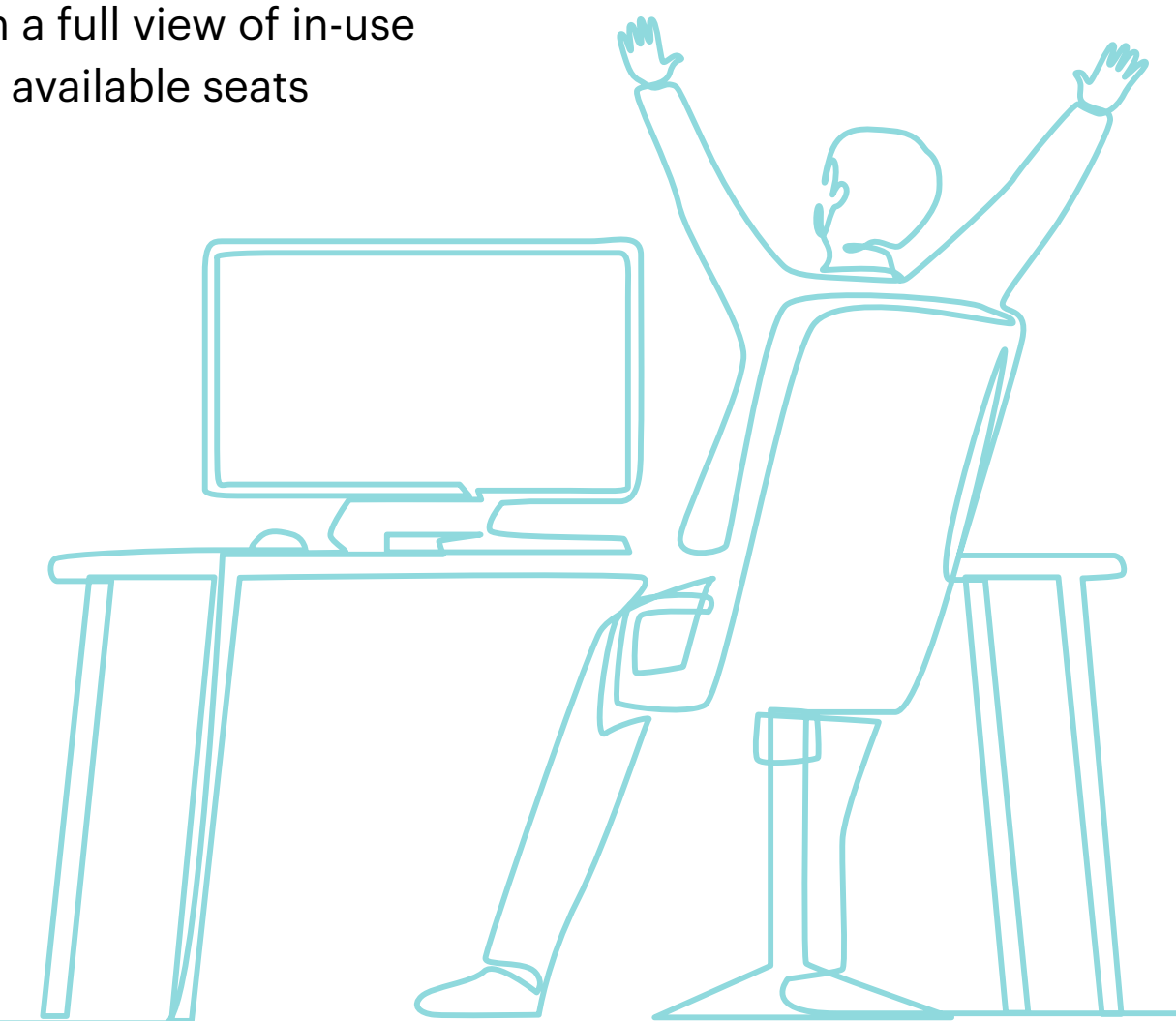
Mitigating talent shortages in all departments

focusing employees on value-added tasks and not administrative



De-risking license audits

with a full view of in-use and available seats



Enabling ServiceNow ITAM in SAP ERP Environments

Implementing ITAM in SAP environments is challenging due to the complexity of SAP systems and the need to ensure that ITAM processes do not disrupt business operations. However, leveraging a data virtualization solution based on pre-built Packaged Integration Processes (PIPs) de-risks SAP-ITAM integration. Prebuilt, real-time integrations remove error-prone Excel spreadsheets and database models that historically replicate critical SAP data—creating data silos and integration pinch points.

SAP migration programs, like moving from ECC to S/4HANA, can take months or years to complete. Your ITAM integration should be future-proof, working seamlessly and elegantly with ECC and upgrade to S/4HANA—on your timetable—with little-to-no rework or coding.

Leveraging existing SAP rules also means your ITAM system's processes and data set are 100% accurate, immediately. No batch uploads, piecemeal imports, or reliance on Excel.

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Leveraging ServiceNow Hardware Asset Management and SAP

Hardware Asset Management (HAM) is the process of managing an organization's hardware assets, from computers, servers, and mobile devices to specialized equipment. In SAP environments, HAM can be challenging due to the large number of assets involved and the need to ensure that hardware is properly maintained and updated. It's an environment that can be rife with manual processes, spreadsheets, and disconnected tools—all driving increased cost and risk.

According to The ITAM Review, more than 41% of organizations cite cost optimization, ROI, and improved planning as reasons to deploy HAM solutions. When done right, HAM benefits an organization from request to retirement including: reducing hardware spending, maximizing quantity-based pricing, reducing hardware losses, improving time-to-fulfill requests, automating deployments, and more.

IDC estimates that 21% of IT budgets are typically spent on hardware and Gartner estimates 7-10% of that spend is wasteful. That means a \$1B company conservatively wastes nearly \$600k a year on hardware alone.

Combining the power of SAP and ServiceNow hardware asset management drives process automation like configuration and deployment of new hardware and increased stack visibility—knowing exactly where each asset resides and its current state. IT teams can see SAP directly inside ServiceNow and automatically update records in both places, automate the creation of sales orders, synchronize service tickets, and more—all without leaving their ServiceNow interface.

A \$1B company conservatively wastes nearly \$600k a year on hardware alone.



Software Asset Management: Visualize, Manage, Optimize, De-Risk

Software Asset Management (SAM) is the process of managing an organization's software assets, including licenses, usage, and compliance. For SAP-based organizations, SAM can be challenging due to the complexity of software licensing and the need to ensure compliance with vendor agreements. Add in the complexity of SAP integration and it can be tempting to deploy a standalone SAM solution. But with the intricacy and pace of modern business, no solutions should be standalone—that's code for duplication of time, effort, and data.

Gartner estimates organizations can save up to 30% in software costs within the first year of implementing a SAM solution. One of the top reasons software and cloud investments go to waste is disconnected tools and siloed teams—resulting in process inefficiencies. The result is assets that are lost in their lifecycle, reactionary fire drills,

unbudgeted/surprise costs, and frustrated teams with lower productivity and innovation.

Further, tracking software assets in separate systems prevents process automation—meaning manual interventions and non-value-added human touches are required for all software-related transactions.

Integrating ServiceNow SAM and SAP drives process automation and license compliance, combined with purchasing controls real-time information about your entire software lifecycle. The result is optimized usage, actioned compliance fixes, and reduced software & SaaS costs and risks.

Organizations can save up to 30% in software costs within the first year of implementing a SAM solution.





Beyond IT: ITAM Drives Efficiency in FinOps, Purchasing

With a robust HAM/SAM solution in place, organizations will have a 360-degree view of assets in their organization. When it comes to adding assets, or retiring them, other departments like Finance and Purchasing become integrated in the business need outside of IT. In fact 72% of organizations in a [recent survey](#)² now report having a dedicated Financial Ops (FinOps) team—and those teams need access to data that resides in both SAP and ServiceNow.

Real-time SAP and ServiceNow ITAM integration enables click-to-create Purchase Orders for needed assets which then follow SAP prescribed pricing, approval, and procurement rules. This ensures purchasing control compliance and subsequent asset control and deployment in a single screen. Less human interaction means fewer potential errors, more time for value-added functions, and a single source of truth for all IT assets.

Further benefits for procurement include improved resiliency and ESG performance with suppliers paid more promptly and with greater accuracy into order details. Simple processes and procedures are scalable, maintainable and efficient.

²<https://itassetmanagement.net/2023/03/09/cloud-investment-remains-strong-flexera-cloud-report/>

Banishing Swivel-Chair Integrations

In a tight labor market, retaining and attracting talent—across all parts of the organization—is a priority. Process automation, and the resulting end to swivel-chair integration, has a huge impact on employee satisfaction. A study done in partnership with Cornell University estimates employees lose 5 hours a week jumping between applications and **45% say the need to switch between online tools makes them less productive**. Further, respondents reported having to interrupt **at least two people** to find what they needed, **up to five times a day**.

When the information employees need is inside SAP, accessing that information is even more challenging because SAP integration is complex and talent needed to create and maintain it is waning. Using data virtualization in a purpose-built framework removes the lift from your IT team while seamlessly connecting with the front-end ITAM systems your teams are already using.

SAP and ServiceNow integration also helps IT departments with Service Management (ITSM) by streamline operations and improving overall performance. From increased visibility of software licensing compliance issues, to improve resource allocation and enhanced asset utilization—when integrated, this can lead to significant time and cost savings.



45%

Nearly 45% of workers reported siloed digital tools are making it hard to gauge whether work is being duplicated and almost half said the inability to track work led to mistakes on the job.



SAP-ServiceNow Integrations Live in Weeks, not Months...it's enosix

enosix focuses on delivering a unified back-to-front office experience for SAP-based enterprises. Data exists to service people—in an intuitive, transformational, and productive way. Rejecting data replication and custom-coded solutions, we focus on pre-built, pre-tested integration modules that enable fast, reliable SAP data virtualization instead nearly any front-end system from ServiceNow to Salesforce and beyond.

We also believe integration with leading front-end systems like ServiceNow shouldn't have to wait for S/4HANA migration. Because enosix is PIP-based (Packaged Integration Process), our white-glove implementation team can have your SAP ERP and ServiceNow connected in just days or weeks. Because business solutions can't wait for a 12+ month ERP migration. So our solution is future-proof and the minimal lift needed to move our integrations from ECC or S/4HANA are handled by our team—so your limited IT resources can stay focused on your business.

SAP integrations should be pre-built, pre-tested, and pre-configured—but still completely customizable. The resulting purpose-driven framework is a solution that both business and IT leaders value. It also de-risks your digital transformation strategy by removing reliance on systems integrators or SAP-dedicated IT resources to create and maintain custom-coded integrations.

Let's talk about how your ServiceNow solution can elegantly, quickly, and affordably integrate with SAP using enosix.



About enosix

enosix is the standard for real-time, prebuilt SAP ERP integration. enosix provides real-time data virtualization, which enables a more agile and compliant customer experience by reducing error-prone data entry and information delays. enosix seamlessly connects SAP ECC and S/4HANA systems to modern front-end systems such as Salesforce, MuleSoft, ServiceNow to support rapid digital transformation. The enosix platform leverages low or no-code Packaged Integration Processes (PIP) so companies can quickly realize value—in weeks instead of months. enosix' use of data virtualization unlocks data, business processes, authorizations, and user permissions from SAP without recreating them from the front-end; delivering the back-end translation in an easy-to-understand, real-time, and bi-directional integration. For more information, visit www.enosix.com