BeyondTrust

SERVICENOW® + BEYONDTRUST

CENTRALIZE & IMPROVE SUPPORT BY LEVERAGING SERVICENOW® INTEGRATIONS WITH BEYONDTRUST

Thousands of organizations worldwide rely on ServiceNow solutions for service management across IT, human resources, facilities, field service, and other disciplines. ServiceNow® integrates with BeyondTrust to reduce cyber risks and increase productivity enterprise-wide.

Features and Capabilities

- **Streamline Support & Ticketing**: Initiate remote support sessions directly from a ServiceNow® incident or change record and leverage Remote Support features to improve first-call resolution (FCR) rates.

- **Improve Change Tracking:** Enable privileged users to launch a Privileged Remote Access session from a change record in ServiceNow®. Users can securely access a configuration item directly from a change request.

- **Enforce Least Privilege for Tickets:** Verify tickets and privileged access requirements in real-time to ensure that only authorized users with a need for access—as configured in ServiceNow—can log in to systems with privileged credentials.

- **Credential Provider for Orchestration:** With Password Safe, users can retrieve ServiceNow® credentials for scanning and provisioning activities. This connector enables resources in ServiceNow® Orchestration to be managed using credentials stored in Password Safe, both simplifying management and securing access.

- **Automatically Discover Hardware Assets:** Integrate with an on-premises ServiceNow® MID server to enable ServiceNow Discovery to retrieve credentials in a programmatic manner, and securely manage the credentials used to perform discovery by ServiceNow®.

Increase Productivity
Enable users to seamlessly synchronize information and automate processes across ServiceNow and BeyondTrust solutions.

Strengthen Security
Make it easy for teams to access desktops, servers, and systems quickly, without revealing plain text credentials.

Meet Compliance Requirements
Retrieve session details and their associated tickets or change requests on demand to prove compliance with ease.

The BeyondTrust Password Safe, Remote Support, and Privileged Remote Access integrations with ServiceNow increase the effectiveness of your technicians with secure, multi-platform remote support, chat capabilities, and ticket validation.

"In addition to the ease with which representatives can launch sessions and track them from the ServiceNow® service desk, the BeyondTrust interface has a number of other valuable features that our representatives really appreciate."

STACEY NICHOLSON, HELP DESK MANAGER, SHAW INDUSTRIES

BUSINESS BENEFITS

BeyondTrust Password Safe
Leverage ServiceNow to validate tickets prior to providing user access to privileged passwords and sessions. Includes option to auto-approve ticket validation, plus break-glass functionality.

BeyondTrust Remote Support
Launch a Remote Support session from an open ticket in ServiceNow. Session details, such as chat transcripts and notes, are automatically appended to the ticket.

BeyondTrust Privileged Remote Access
Open a Privileged Remote Access session from a ServiceNow record, with BeyondTrust integrations with ServiceNow Change Management, Incident Management and Configuration Management Database solutions. All remote access activity will generate an audit trail.

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. We are trusted by 20,000 customers.

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