

Ingram Micro ITAD integrates With ServiceNow

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The Ingram Micro ITAD group receives certification of application with ServiceNow, allowing mutual clients to access the same asset data generated by the Ingram Micro BlueIQ tracking system directly from ServiceNow Asset Management.



Such integration allows customers to monitor asset detail, location, status and final disposition throughout the full product lifecycle, all from one place, eliminating the need for separate tools to access end-of-service information or the manual downloads and uploads of information between systems.

In addition, the merging of the ITAD process with ITSM eliminates human error and enhances chain-of-custody to reduce zombie and ghost access. The connected systems track assets from procurement through final disposition, including end-of-service data erasure and certificate of destruction reports, and customers can schedule ITAD pickups directly from the ServiceNow Asset Management platform.

“Ingram Micro ITAD continues our drive to integrate our industry-leading IT asset end-of-service tracking and reporting tools with major ITSM platforms,” the company says. “While we continue to deliver detailed insight into scheduling, data sanitisation, processing, remarketing and recycling results through our Client Portal, the ServiceNow integration means our mutual clients can manage, track, and view the full asset lifecycle from a single UI.”

The certified and integrated Ingram Micro application is available now in the ServiceNow Store.

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