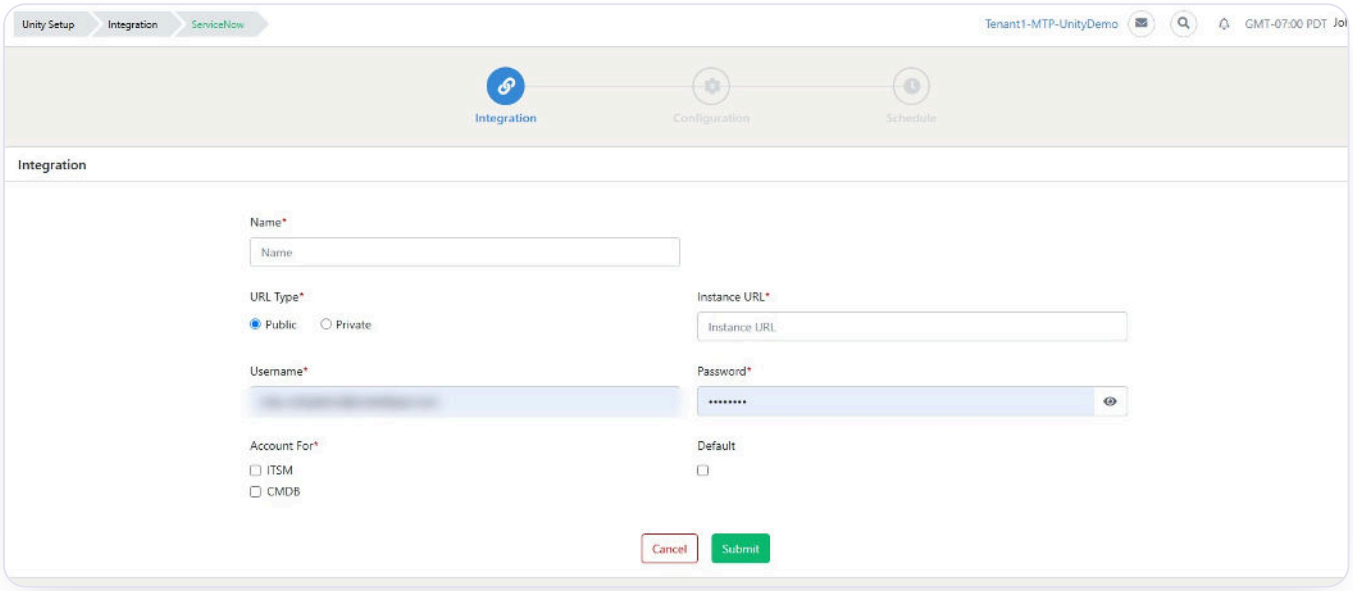
ITSM, CMDB & INTEGRATIONS

Connect cloud operations to the tools you already use

Two-way integration with ServiceNow, BMC Helix, Jira, ManageEngine and Microsoft Dynamics CRM. Publish catalog items, automate incidents and keep the CMDB in sync.



Add an ITSM or CMDB integration in a few fields.

ServiceNow
Catalog, incidents and CMDB.

BMC Helix
Approvals and service requests.

Jira & ManageEngine
Tickets and change.

The problem it solves

- Operators overloaded with manual cross-tool coordination
- CMDB records out of date
- Requests re-keyed between ITSM and clouds

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WHAT YOU CAN DO

Key capabilities

Service catalog publishing
Request, approve and provision from ITSM portals.

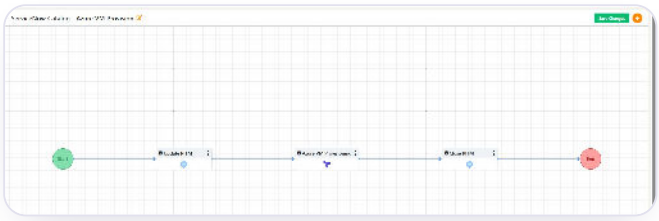
CMDB synchronization
An accurate asset inventory, updated in real time.

Incident automation
Automatic incident creation and resolution tracking.

DevOps & identity
Ansible, Terraform, Jenkins, SIEM and identity integrations.



ITSM integrations: ServiceNow, Microsoft Dynamics CRM, Jira, BMC Helix and ManageEngine



ITSM workflow: update the request, provision an Azure VM, close the request

WHY IT MATTERS

Faster fulfillment
Requests provision automatically.

Accurate CMDB
Change tracking and impact analysis.

Less downtime
Incidents raised and tracked automatically.

GET STARTED

See Cerne™ HCMP in action

Explore the platform hands-on in the UnityOne AI Playground, or talk to our team about your private cloud, public cloud and Kubernetes estate.

▷ Enter Playground ✉ Contact Us

Email: contact@unityone.ai · Playground: cerne.unityone.ai · Sales: unityone.ai/contact-us

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