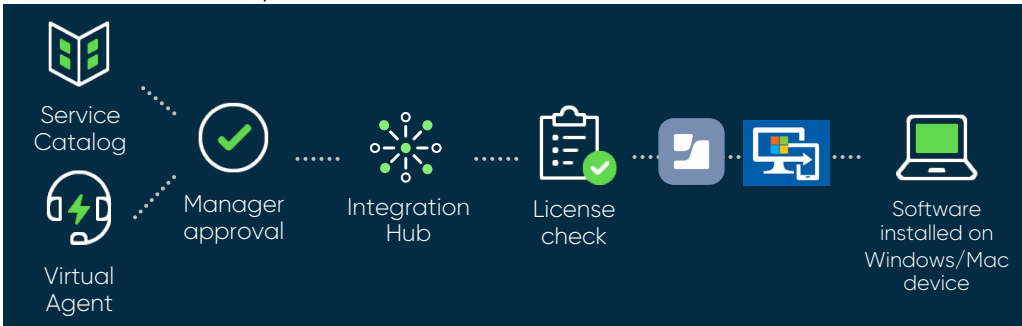


Deliver an AI-powered self-service experience with Client Software Distribution 2.0

Automate requests for desktop and mobile applications to ignite IT services team productivity and deliver fast resolution for employees

High volume routine requests burden IT services teams with repetitive and mundane work, eating up valuable time and resources that could be applied to more rewarding, higher value projects. One of the biggest drains on productivity is requests for desktop and mobile software applications. Service desks at very large organizations can get tens of thousands of tickets monthly from employees who are eager to get software installed on their machine quickly, so they can get on with the task at hand. However, employees are often left frustrated with how to request what they need and the slow answers they get in return, costing everyone valuable time. But what if you could automate this process to make things faster and easier on everyone?



Fulfill software requests fast

Client Software Distribution (CSD) 2.0 automates the software request and removal process on Windows and MacOS machines. AI-powered Virtual Agent conversations connected to workflow automation in Microsoft Endpoint Configuration Manager and Jamf completes requests quickly. Implementation, go-live, and time to value is a matter of days vs. weeks or months—no scripting or integration needed.

Key Benefits:

- Give users - including approved users on behalf of others - an easy, accessible, AI-powered way to request software in Virtual Agent and Service Catalog.
- Seamlessly connect Virtual Agent to Automation Engine actions for Microsoft Endpoint Manager and Jamf with out-of-the-box spokes and flows
- Install and remove software from users' machines automatically based on approval steps and reclamation criteria (lease expiry)
- Enhanced MECM spoke security supports REST API through Kerberos Authentication

Pair CSD 2.0 with SAM Pro for additional benefits:

- Gain end-to-end cost and usage visibility of software
- Optimize license utilization by reclaiming unused licenses or create your own reclamation rules and buy only what you need
- Mitigate vendor software license audit risks and maintain compliance

Solution


- Client Software Distribution (CSD) 2.0 in Integration Hub Enterprise
- Virtual Agent in ITSM Pro
- Optional: Software Asset Management (SAM) Pro

What you get


- Automate software requests for Windows 10/11, Windows 365, Azure VMs, MacOS, and iOS
- Deliver fast, 24/7 self-service fulfillment in Virtual Agent in Teams, Slack, and Now Mobile
- Reduce fulfillment time from days or weeks to minutes
- Reduce ticket volume by the thousands
- Automatically reclaim unused licenses and save hundreds of \$K annually in software license spend
- Unlock IT services team productivity by shifting thousands of hours/year from repetitive mundane tasks to strategic work


“We have over 800 types of software that we distribute to our employees. We’re automating nearly 20K requests/month in SCCM and after they’ve been approved in ServiceNow we’re fulfilling software in minutes instead of anywhere from 5-14 days.”

- David Rottman, Sr. IT Manager, TD Bank

 CSD 2.0 on Store

 Webinar

 TD Bank Case Study

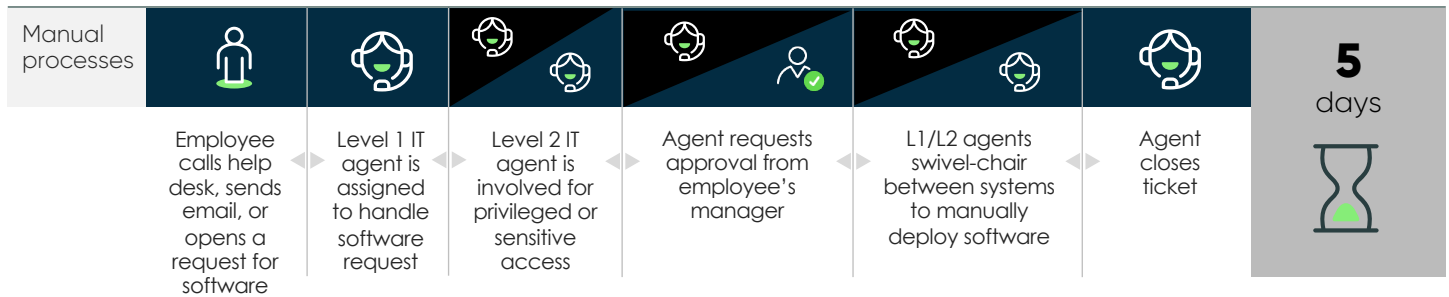
 CSD 2.0 session at Knowledge 22

Accelerate resolution with AI-powered self-service

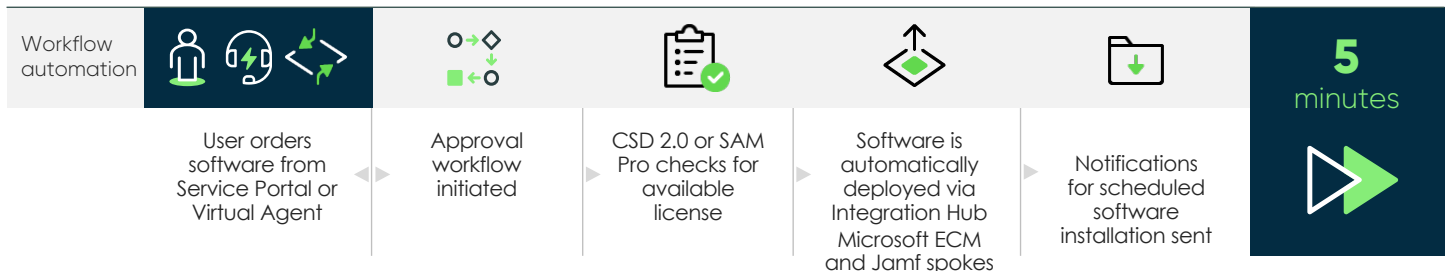
It's time to modernize the way IT supports the rest of the organization. The traditional way of managing software requests—with exchanges of emails, phone calls, and chasing down information in spreadsheets—is an inefficient use of staff time. And it's not a scalable solution.



Before: Wasted support staff and hours on low-value work



After: Less ticket volume unlocks productivity for high-value work



Make it easy for employees to get the software they need fast

ServiceNow has built Integration Hub automation right into Virtual Agent conversations for snappier response. It's easy for employees to get the desktop software they need—with fast, always-on self-service resolution.



Virtual Agent in **Now Mobile**



Virtual Agent in **Slack**

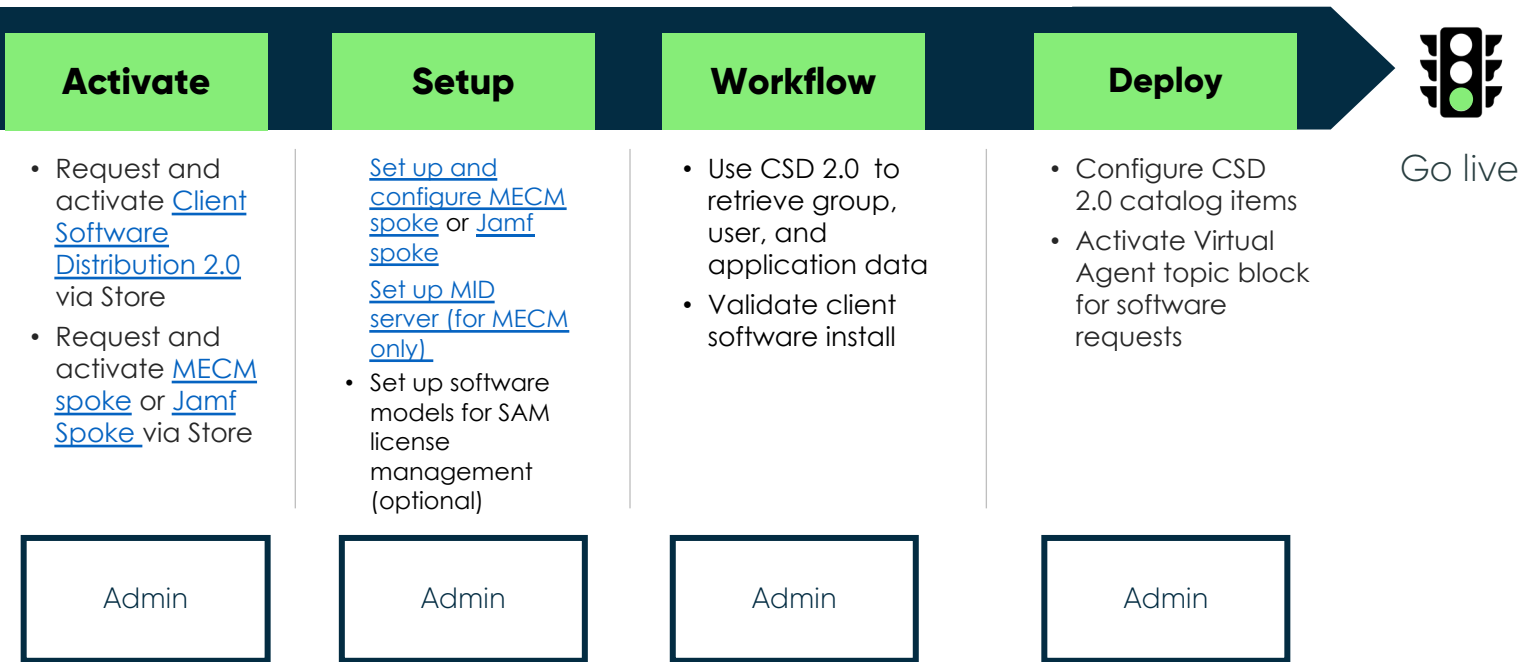


Virtual Agent in **Microsoft Teams**

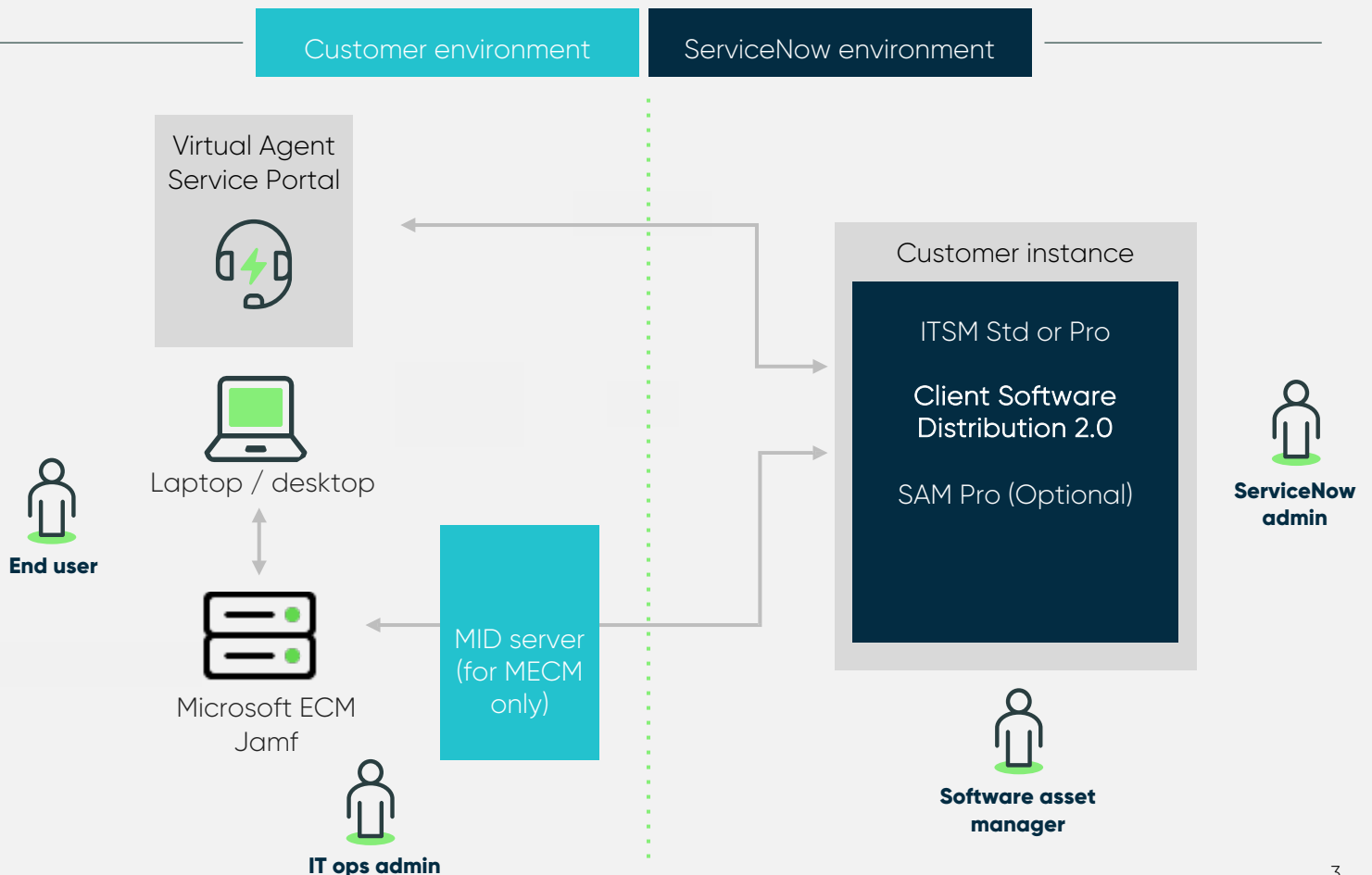


Software catalog in **Service Portal**

Streamlined implementation for fastest time to value



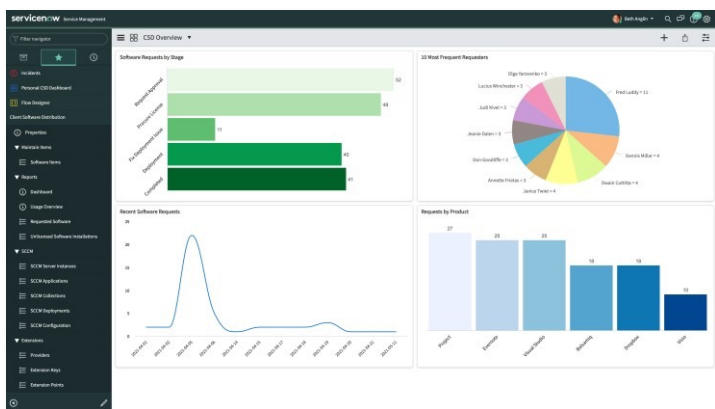
An out-of-the-box, end-to-end solution



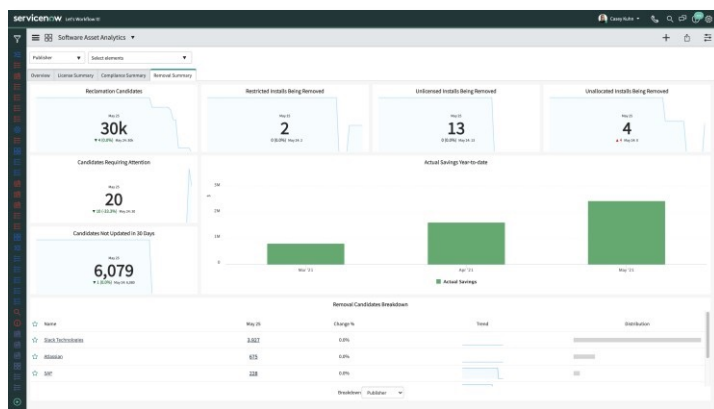
Give IT more control and better visibility

Out-of-the-box reporting and dashboards

Client Software Distribution and Software Asset Management come with comprehensive reporting and analytics that provide KPIs and key actionable insights into the software request, deployment, removal, and asset management processes. For example, companies can track unlicensed software installation, available license counts, view the top 10 installed applications, and understand how software requests are changing over time. Dashboards give team members one place to go view critical information and take action—from identifying and revoking software, to extending a lease, to tracking the status of software installations and license procurement.

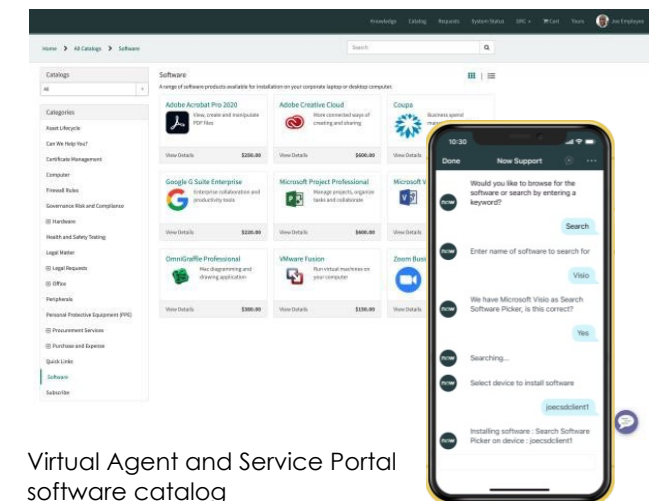


CSD 2.0 out-of-the-box reports



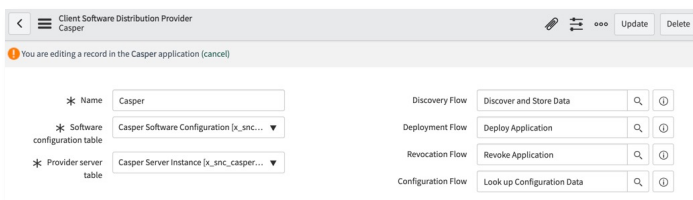
Software Asset Management dashboard

Always-on self-service for fast resolution



Virtual Agent and Service Portal software catalog

Easily integrate with third-party software providers



Built-in extension points for integrating with other client software distribution providers, such as Casper, Altiris, or LANDesk.

