ServiceNow ITAD Automation
End-to-end Lifecycle Management

Ingram Micro's ITAD app for the ServiceNow platform offers the only ITAD integration with ServiceNow Asset Management. The integration provides an easy way for organizations to manage the global end-of-service asset disposition process directly from the ServiceNow platform and provides a comprehensive, automated, end-to-end approach to IT asset management.

The integration of Ingram Micro's industry-leading IT asset disposition processing control system with ServiceNow Asset Management addresses data security audit and compliance needs by feeding relevant ITAD attestation documentation (Certificates of Data Destruction and E-Waste Recycling) directly into the ITSM platform. Users can now display, report, and alert on asset-level details in real-time as each device is tracked through the disposition process. From pickup and data sanitization through remarketing or recycling, Ingram Micro-provided ITAD services feature secure chain-of-custody with detailed asset reporting that delivers a steady stream of updated information - including final disposition status and asset value recovery information - through the ServiceNow platform.

Key Features

- **Increased accuracy and security** – Merging the ITAD process with ITSM eliminates human error and enhances chain-of-custody to maintain organization of assets

- **Compliance visibility** – Connected systems track your assets from procurement through final disposition, including end-of-service data erasure and certificate of destruction reports

- **Improved user experience** – Reduce training and onboarding time with the ability to schedule ITAD pickups directly from your ServiceNow Asset Management platform

Remote Data Erasure

Combining the Ingram Micro ITAD app, Blancco Secure Data Erasure, and ServiceNow enables you to integrate and control your asset erasure directly from ServiceNow. The combination provides a view of all managed assets on which you can trigger a remote erasure, allowing you to securely and easily erase the data on your existing ServiceNow managed devices.

Automated ITAD Program

Once you integrate Ingram Micro's ITAD system into ServiceNow Asset Management, you can easily:

- Schedule pickups

- Request a box program collection

- Access BOLs and associated shipping\documentation

- View audit reports detailing the assets in each shipment

- Review details tied to jobs including asset conditions

- Report on specific assets, jobs, or locations

- See the disposition status of each asset

- Download Certificates of Data Destruction and e-Waste Recycling