



Softline SAM Performance Dashboard App for ServiceNow:

It enables ITAM teams to monitor the functional and technical processes within ServiceNow SAM. Instead of having to look in different areas of the platform when troubleshooting SAM related topics, administrators can see the exact status of these processes in a single dashboard.

Data is transformed in actual information that can be used to uncover incompliance and realise potential cost savings that are otherwise overlooked. Some of the widgets show data that cannot be easily gathered within the ServiceNow platform. But with the SAM Performance Dashboard all this is accessible to a SAM admin.

The app is approved by ServiceNow and is [available in the ServiceNow store](#).

What your peers say:

I need a clear view on devices for more accuracy & trustworthy data...



License Manager
approx. 4500 seats

"The SAM Performance Dashboard helped me identify devices without Software Installations. I used this report to convince our Discovery team to reconsider the configuration of credentials and privileges. They have resolved the issues and now almost all devices show Software Installations, making my SAM results more accurate and trustworthy. Without the SAM Performance Dashboard, it is - for me as a License Manager - impossible to get a clear list of devices without Software Installations."

I need an accurate and trustworthy report on consumption of my datacenter...

"The SAM Performance Dashboard showed me almost 100 on-premises (VMware) virtual machines that were not linked to a physical host. I handed over this list to our Discovery team and afterwards they made sure that the relevant vCenters were discovered properly, hence the relation was restored in our CMDB. Because of this my datacenter licensing reports now shows the accurate consumption."



License Manager
approx. 6250 seats

I need a trustworthy and realtime dashboard of my SaaS applications and status of the integrations...




IT Asset Manager
approx. 7100 seats

"The Technical dashboard of the Softline SAM Performance Dashboard indicated that some SaaS integrations did not run successful. I have addressed this issue to our internal ServiceNow administration team. They did not find the issue, so I contacted the administrator of those SaaS integrations. He removed the account because he did not know the purpose of it. I was able to explain that we are using it for IT Asset Management purposes. Without the SAM Performance Dashboard, I probably did not identify this issue and was looking at stale data instead."

I need an up to date and accurate CMDB to identify stale data and identify trends...

"My Software Asset Management team told me about how the SAM Performance Dashboard is helping them ensuring their current SAM Pro implementation stays healthy and data quality meets our high standards. They stated that it could also be interesting for me, since it monitors the CMDB on various levels - at the moment I am weekly consulting the dashboards to identify stale data (with an active status) and the trend on the number of servers, workstations and software installations."



 CMDB management approx. 11500 seats

I need a dashboard that alerts me when there are errors or integrations that are not running successfully...!



"I have consulted the SAM Performance Dashboard this morning, and noticed that one MID Server was down, but also two Service Graph Integrations (SCCM and JAMF) did not run successfully. I contacted our ServiceNow platform owner and shared these findings. He came back to me after resolving an issue on the MID Server, everything was working fine afterwards, and the SAM Performance Dashboard did not show any errors anymore."

 This could be you!

The SAM Performance Dashboard app is available in [the ServiceNow appstore now!](#)



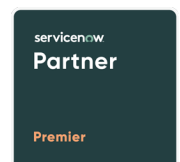
About Softline Group

Softline Group (a Noventiq company) is a pan-European and globally acting IT consulting company, with locations in Germany (Leipzig, Wolfsburg, and Aschheim (Munich)), the Netherlands (Nieuwegein), Belgium (Antwerp), and the United Kingdom (London).

The Softline Group offers its customers integrated solutions to achieve **Compliance**, **Control** and **Cost Savings** for their IT. The Softline Group is sustainably growing and has developed into a globally recognised consulting company. The group is a multiple award-winning and certified implementation partner for numerous software publishers and is recognised by Gartner as "Visionary" in the 2022 Gartner® Magic Quadrant™ for SAM Managed Services.

In April 2021, the London-based company Noventiq acquired a majority share in Softline AG, enabling a strong joint worldwide growth. Noventiq is the leading digital transformation and cybersecurity solutions and services provider for emerging markets. Noventiq, which currently has over 75,000 customers in almost 60 countries, is headquartered in London, and since October 2021 is listed on the London Stock Exchange.

For many years now, Softline has been one of ServiceNow's few specialised Software Asset Management partners globally, to help customers get the most value out of their SAM module. In August 2020 Softline was awarded ServiceNow's Premier Partner status. Read more on the [ServiceNow partner page](#)



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