

CITRIX[®]
servicenow

FUJITSU

ServiceNow + Citrix

IT service management in the era of digital transformation

ServiceNow and Citrix, two of the world's leading digital platform providers, have integrated their solutions to transform the delivery of IT services for companies and their employees. Citrix is proud to announce the Citrix ITSM Adapter for ServiceNow, available through Citrix Cloud platform.

The Citrix ITSM Adapter for ServiceNow makes it easier for Citrix partners and customers to fuel business growth with the Citrix Workspace. The ITSM Adapter automates routine IT tasks around digital workspace delivery, creating efficiencies enterprise-wide for both IT teams and employees.

Citrix Workspace, with the ability to delivery virtual apps and desktops, helps companies of all sizes empower the modern workspace, driving productivity and innovation. Citrix Workspace fully aggregates all apps and data across all applications—both on-premises and cloud—to deliver the right experience to the right user at the right time. Employees can access all of their resources all in one place through the Citrix Workspace app from any device or network, enabling them a contextual and unified workspace to work securely and efficiently from anywhere. While IT teams have the tools they need to ensure security is maintained throughout their organization while enhancing the end-user experience.

ServiceNow – #1
on the 2018 Forbes
Most Innovative
Companies List

Citrix Workspace – The
leading intelligent digital
workspace solution
for enterprises

ServiceNow + Citrix
Workspace Services –
The best of two
digital platforms

ServiceNow – The
preeminent service
management
platform, with 65
percent market
share and growing

What it is – The Citrix ITSM Adapter for ServiceNow is a cloud-based feature that automates the provisioning and management of Citrix resources.

Why it's important – IT teams can use out-of-the-box workflows or create their own customer workflows to automate, monitor, and manage Citrix environments easily and seamlessly.

Automate provisioning of Citrix resources and employee onboarding and offboarding with the Citrix ITSM Adapter for ServiceNow. Citrix research reports that IT organizations have saved up to 65 percent of their team's time that was spent on these manual, one-to-one processes.

How to use it – Enterprise IT teams and Citrix partners can use the Citrix ITSM Adapter for ServiceNow to automatically:

- Onboard and offboard employees and teams
- Provision virtual desktops or applications
- Automate common help desk requests
- Reset user sessions:

With the Citrix ITSM Adapter for ServiceNow, automatically provision a virtual Citrix Workspace for new hires or teams, increasing their time-to-value from weeks or days to minutes.

“By automating workflows between Citrix and ServiceNow, our customers can provision IT services faster, enabling greater levels of productivity for IT and delivering a better work experience for employees.”

– Avanish Sahai, vice president, worldwide ISV and technology alliances, ServiceNow

Key benefits

- Enhance the experience for employees and IT teams alike
- Prevent onboarding or help-desk delays due to lack of IT staff availability
- Empower IT teams to focus on higher-level responsibilities, such as strategy and innovation
- Scale digital workspaces with ease across new employees and businesses units

Who it helps – The Citrix ITSM Adapter for ServiceNow is available to customers with active ServiceNow and Citrix licenses. They can use the ITSM Adapter with confidence, knowing that it has been certified by ServiceNow and has met the requirements of the ServiceNow Now Platform for security, compatibility, performance, and integration.

How it works – To get started, the ServiceNow Administrator can simply download and install the Citrix IT Service Management Connector from the [ServiceNowStore](#) and enable the Citrix Administrator as the admin.

Then the Citrix administrator can set up the ITSM Connector integration by downloading the Citrix ITSM Adapter, accessed through the Citrix Cloud console.

The final step is to add Workspace Services sites, both cloud and on-premises, through the site aggregation feature. When this is complete, users can simply request and self-provision resources.

Reference the Citrix ITSM Adapter for ServiceNow [User Guide](#) for more detailed information.

Next steps

1. Learn more about the [Citrix and ServiceNow partnership](#)
2. Read the [official product team announcement blog](#).
3. Click here for the Citrix ITSM Adaptor for ServiceNow [User Guide](#).
4. Get started by downloading the [Citrix IT Service Management Connector from the ServiceNow Store](#) if you are a ServiceNow and Citrix Cloud customer.



Questions? Contact Citrix.

Masako Takagi

Sr. Sales Director, Worldwide, Global System Integrators, Fujitsu
masako.takag@citrix.com

Locations

Corporate headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States
Silicon Valley | 4988 Great America Parkway, Santa Clara, CA 95054, United States

©2018 Citrix Systems, Inc. All rights reserved. Citrix, the Citrix logo, and other marks appearing herein are property of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered with the U.S. Patent and Trademark Office and in other countries. All other marks are the property of their respective owner(s).