



## SDE to LANDesk Integration

Arguably the most significant concept that the ITIL Framework has promulgated is the configuration management database (CMDB). Although most organizations track configuration items such as PCs, laptops, and printers, the data is not usually available to help desk analysts nor is integrated into a service management tool, such as Service Desk Express (SDE). Changes to configuration items are not always accurate and up-to-date, which often leads to inefficiency and wasted time at the help desk when troubleshooting.

### THE RIGHTSTAR SOLUTION

RightStar, a BMC Software Solution Partner and LANDesk Expert Solution Provider, has developed an interface between BMC Service Desk Express and LANDesk Management Suite. Based upon SDE's Asset Interface Wizard, the interface copies and updates inventory records from LANDesk into the SDE database allowing comprehensive views of asset inventory, asset management and asset trending.

With the Asset Interface Wizard, help desk analysts can:

- Create a complete and accurate CMDB with the click of a button
- Associate computers, monitors and other devices directly with the intended owner and location
- Transfer assets from one user to another
- Intelligently import new records and update existing records in the SDE database of configuration items

Flexible and user-customizable, the SDE Asset Interface Wizard maintains the use of existing logic and business rules in the SDE ensuring correct data imports and exports.

### BENEFITS

With the ability to easily track computer assets against call tickets and pull reports detailing problem computers and devices, asset managers and service desk administrators alike can further leverage their existing investment using SDE as a CMDB and PC lifecycle management solution. Now when calls are placed and repairs made, that asset data is immediately available, which greatly assists in troubleshooting and potential replacement.



### RIGHTSTAR SYSTEMS, INC.

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*RightStar Systems is a technology consulting and services company that designs and implements customer support centers and service management systems for upper mid-market customers. We combine leading Web-based support solutions with focused process consulting and industry best practices to help companies dramatically improve customer and employee support.*

*We exist exclusively to empower our customers to lead their industries with exceptional customer-centric solutions.*