



Product Information Sheet

Overview

CI Synchronizer (Enterprise Edition) is a turnkey data synchronization application that integrates your on-premises edition of Lansweeper with your ServiceNow CMDB. It has been designed and built with medium to large enterprises in mind and is highly scalable and configurable.

CI Synchronizer (Enterprise Edition) synchronizes 34 different asset types from Lansweeper and includes related records such as memory modules, network adaptors, storage devices and installed software across servers, PC's and mobile devices (A full list of synchronized record types are included on page 2). Additionally, multiple relationship types are inferred from the Lansweeper database and created in ServiceNow as CI Relationships delivering rich network and system topologies.

CI Synchronizer (Enterprise Edition) ships fully configured to synchronize your Lansweeper assets into the out of the box service now configuration item classes. The product is fully configurable so you can repoint any Lansweeper asset type to a different ServiceNow configuration item class, which is handy if you have customised your CMDB. You can also remap and customise field transformations, filter out unwanted data or turn off the synchronization of an entire asset class.

CI Synchronizer (Enterprise Edition) also ships with a full set of matching rules so Lansweeper assets are matched against existing records in your CMDB to prevent the creation of duplicates. These rules are also customisable so you can change them to suit your organisations business rules.

CI Synchronizer (Enterprise Edition) includes a simple dashboard that displays real-time synchronization metrics. Configuration pages provide for creating synchronization schedules as well as configuring system settings. Synchronization logs can be interrogated to see exactly how each Lansweeper record was processed through a synchronization run. Schedules can be created to perform either full or delta synchronisations for sets of asset classes, so you have full control over how frequently each record type is synchronized into ServiceNow.

Enterprise Edition Synchronized Asset Types:

- IP Firewall
 - IP Router
 - IP Switch
 - Linux Server
 - MS SQL Database
 - MS SQL Instance
 - Windows PC
 - Monitor
 - Scanner
 - Printer
 - Software package
 - Unix Server
 - Windows Cluster
 - Windows Cluster Node
 - Windows Server
 - Load Balancer
 - Storage Area Network
 - Storage HBA
 - Network Attached Storage
 - VMWare Datacenter
 - VMWare VCenter Cluster
 - VMWare ESXi Server
 - VMWare Network
 - VMWare DataStore
 - Hyper V Instance
 - Android Devices
 - iPhone Devices
 - Apple Mac
 - Chromebook Devices
 - Tablet
 - IP Cameras
- Related Lists:**
- Memory Modules
 - Network Adapters
 - Storage Devices
 - Storage Volumes
 - Installed software packages for Windows Servers, PCs and Mobile Devices
 - Installed applications for Android and iPhone devices.
 - Lansweeper Asset groups to ServiceNow Tags
- Relationship Types:**
- Network topology derived via switch port connections
 - Server Cluster to Member Servers
 - SQL database to SQL Server Instance to Windows Server/PC
 - SQL Server Cluster to Member Servers
 - VMWare VCenter Cluster to Instance
 - VMWare Server to VMWare Guest
 - HyperV instance to HyperV Guest
 - Windows Server to HBA



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Enterprise Edition vs Free Edition

CI Synchronizer (Enterprise Edition) has been designed for use in organisations with more than 20,000 assets. It is scalable, configurable and will handle the synchronization of millions of records and comes with full product support. The free edition has been provided for organisations with a smaller asset footprint, it does not scale for larger organisations or provide for customisations. A feature comparison between the two editions is provided below.

CI Synchronizer Feature Comparison Matrix

Feature	Free Edition	Enterprise Edition
# Asset Types	15	Over 30
# Related List Types	5	~10
# Relationship Types	4	~10
Deployment Model	ServiceNow Scoped Application	Stand Alone Application
Hosting Model	ServiceNow	SaaS
# ServiceNow Custom tables	3	0
ServiceNow Mid-server	Required	NOT required
# Lansweeper Instances supports	1	unlimited
ServiceNow IRE Required	Yes	No
# Synchronization Scheduled	1	unlimited
Supports Full Synchronisations	Yes	Yes
Supports Delta Synchronisations	No	Yes
Asset class filtering	Yes	Yes
Record filtering	No	Yes
Configurable ServiceNow Target tables	No	Yes
Configurable Transform maps	No	Yes
Self-Service Support	Yes	Yes
Managed Support (Phone, email, tickets)	No	Yes
Support SLAs	No	Yes
Future Releases Included	No	Yes
Commercial Model	Free	Subscription