4me Lansweeper Connector

Import your assets and Configuration Items (CIs) from Lansweeper to the 4me Configuration Management Database (CMDB). Decide what attributes and assets to include and automatically update CIs each time a Lansweeper audit takes place.

About Lansweeper

Lansweeper includes many features typically associated with enterprise level asset discovery solutions and with Lansweeper Enterprise there is no limit to the number of domains or devices that can be scanned.

Lansweeper is an automated network discovery and asset management tool that scans all computers and devices, and displays them in an easily accessible web interface. There is no need to install any agents on computers. Lansweeper will scan all Windows devices, as well as gathering details of other IP-enabled network devices including servers, printers, routers and Wi-Fi hubs.

Once devices are discovered, Lansweeper also tracks changes when a device has been updated or removed, in order to keep the 4me CMDB current. 4me specialists and service owners will be able to use the asset URLs to access the full asset record for further information.

Enhancing the 4me Service Catalog

The discovery of IT assets and their categorization as Products within 4me, enhances the breadth to which services can be compiled into the Service Catalog.

This level of detail means the IT services can range from Personal Computing and Desktop Support through Network Printing to Communications and Access. The Service Owners will also be able to segment these services further by utilizing asset details to establish instances and offerings within the 4me Service Catalogue. In turn, this will aid the personalization of service entitlements to make the use of 4me self-service relevant to the end-user.
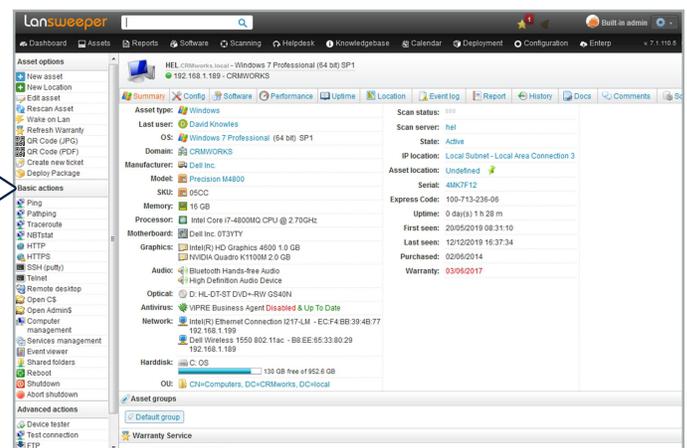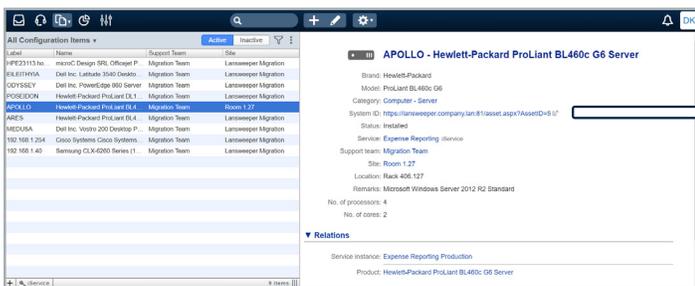
Increased Reporting

The discovered information now held in 4me will be available through every service process to identify trends in incident management, emerging known errors, create problem groups and prompt change management. For Service Owners and Managers, having a complete CMDB will provide a significant capability to extend 4me reporting across hardware providers and their SLA achievement, into supporting refreshes, business case creation and so much more.

At a services level, the 4me Service Navigator allows support teams to view impact on an asset and assess likely dependencies at a user, location and configuration level. The rich discovery of these CIs, and how their relationships are set within 4me, will quickly assist those managing services to take preventative and/or corrective actions.

Speeding Support and Service Automation

The more 4me knows about the assets within a service, the greater the ability it has to automate elements such as categorization and assignment.

Imagine a scenario where a company's Wi-Fi access points are managed by a third party, across multiple locations. The asset details are now within 4me and rules can be assigned so that if end-users fail to connect to that hub, and requests for service are received at a specified location, the issue is automatically assigned to the supplier based on the service instance.

Additionally, asset ownership is also reflected in a support requestor's profile, so even in non-automated scenarios – a walk-in, telephone request – the 4me specialist has full visibility of current status. Related incidents by CI are displayed within the Service Hierarchy and these can be dragged into a request to group the incidents and commence automating assignments, adjust SLAs and invoke escalations if required.

4me Integration

The Lansweeper standard integration with 4me takes no more than two days to complete. Initially, the API is applied to the QA instance to initiate the discovery and load the findings to the CMDB, during which the integrity of the data and its connection to the 4me Product list is checked.

Once these checks are complete, the QA configuration is copied and released into 4me Production.