

ORDR Integrations with ServiceNow

Complete, Continuous, Accurate Asset Management and Security

As organizations modernize, the number of network-connected assets continues to grow resulting in an ever expanding and evolving attack surface. Maintaining an accurate asset inventory in a configuration management database (CMDB) can provide a central source of truth and an essential resource to help security and IT teams understand their attack surface, identify vulnerabilities and threats, and take quick action to reduce risk.

The effort to maintain an asset inventory is often based on manual data collection and continuous updates to ensure up-to-date and comprehensive coverage of all assets and data. This process is not only tedious but also error prone resulting in an incomplete record of devices and inaccurate view of vulnerabilities and risk.

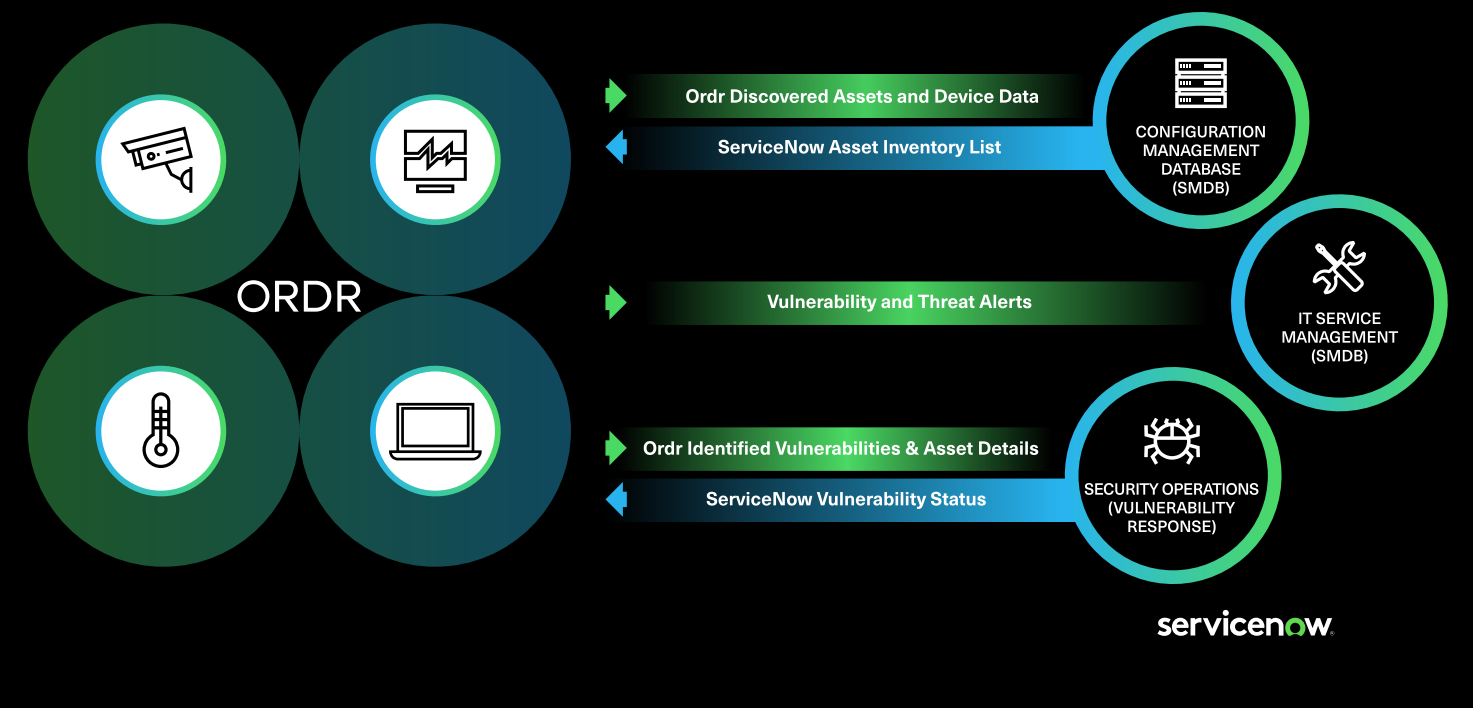
ORDR AND SERVICENOW BENEFITS

- ✔ Automate device discovery and asset inventory tasks
- ✔ Maintain an up-to-date and accurate system of record
- ✔ Streamline device management tasks
- ✔ Accelerate vulnerability management and risk reduction efforts

ORDR and ServiceNow Overview

ORDR integrates with ServiceNow to simplify how organizations discover, inventory, manage, and secure every network-connected asset including Internet of Things (IoT), Internet of Medical Things (IoMT), Building Management Systems (BMS), and traditional IT assets. Bidirectional integration with ServiceNow automates and simplifies the various aspects of maintaining an accurate and up-to-date inventory, while extending the breadth and depth of asset details that are essential for IT and security teams, tools, and initiatives. Ordr integrations are certified by ServiceNow Engineering and available in the ServiceNow Store.

Ordr integrations with ServiceNow solutions



Service Graph Connector for Ordr

Ensures data consistency, accuracy, and scale of data exchanged between ORDR and ServiceNow. The ServiceNow Identification and Reconciliation Engine (IRE) simplifies data reconciliation to ensure accuracy and maps more device attributes for richer asset context, while the ServiceNow IntegrationHub ETL ensures data speed and scale. This is available in the ServiceNow Store.



IT Service Management (ITSM)

Ensures all incidents including severity and accurate device details are available for automating ticket generation and workflows. In addition to incident details device information such as make, model, OS/SW version(s), support owners, and device location not only provides the essential details to power ITSM workflows but also ensures the data is current and accurate.



Configuration Management Database (CMDB)

Helps maintain a comprehensive, accurate, and up-to-date asset inventory. ORDR automatically discovers, classifies, and gathers granular details about every network-connected device and sends that data to the ServiceNow CMDB. This integration simplifies the process of maintaining an asset inventory by adding missing or new devices and reconciling existing data to ensure your inventory is always up to date with accurate details.



Security Operations (Vulnerability Response)

Closes visibility gaps and provides vulnerability insights for all devices including those not supported by endpoint agents or active scanning. ORDR's passive methods collect OS and software details and combines vulnerability data from multiple sources for a complete view of device vulnerabilities and risk. Vulnerability details including severity for all devices are sent to ServiceNow Security Operations so you can leverage accurate data to optimize and accelerate vulnerability management tasks. This is available in the ServiceNow Store.

ORDR and ServiceNow integration benefits



Maintain an up-to-date system of record for all connected devices

ORDR automatically discovers, classifies, and gathers granular details including network connectivity insights for all connected devices — from traditional IT assets to IoT, IoMT, and BMS — reducing manual efforts and errors. ORDR-discovered assets and asset details can be combined and correlated with your ServiceNow CMDB for a comprehensive, up-to-date asset inventory with richer context.



Ensure data accuracy

The Service Graph Connector for ORDR ensures an accurate system of record is centrally maintained in your ServiceNow CMDB. Data sent from ORDR is automatically reconciled with existing CMDB data using the ServiceNow Identification and Reconciliation Engine (IRE). This process eliminates manual efforts, reduces operational costs, and ensures accurate data is available to enrich IT tools and workflows with confidence.



Streamline device management tasks

Granular device details and insights from ORDR enable an accurate understanding of all devices connected to your environment. With accuracy, you have a complete understanding of available resources, can plan and prioritize management efforts. Accurate asset data also helps you manage pay-per-asset costs by identifying assets no longer in inventory to ensure unnecessary costs are not incurred.



Accelerate vulnerability management and risk reduction efforts

Device vulnerability details including severity for all devices are sent to ServiceNow IT Security Operations so you can leverage accurate data to optimize and accelerate vulnerability management tasks. Granular device details and network context provided by ORDR helps you understand the potential impact, prioritize efforts, automate ticketing for resolution, and take action with the right response to reduce risk.

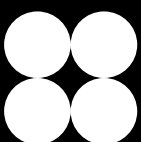
About Us

ORDR is the leader in AI-powered segmentation, securing some of the largest organizations in healthcare, transportation, manufacturing, and financial services. Having analyzed more than 100 million unique device types, the platform is purpose-built to solve the toughest security challenge: unmanaged and IoT assets that put business uptime on the line. By turning intelligence into swift, automated protection, ORDR helps teams contain threats, reduce exposure, and keep operations resilient — bringing ORDR to chaos.

ORDR is backed by top investors including Wing Venture Capital, Ten Eleven Ventures, Battery Ventures, Mayo Clinic Ventures, and Kaiser Permanente Ventures. For more information, visit www.ordr.net and follow ORDR on [X](#) and [LinkedIn](#).

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