Nexthink integrates with ITSM platforms like ServiceNow **to enhance incident management, problem management, and change management**. This integration allows IT teams to leverage Nexthink's real-time endpoint data within their ITSM workflows, improving visibility and efficiency. The Nexthink Incident Management Connector for ServiceNow, for example, enables IT support to access endpoint health data, save Nexthink Score snapshots, and remotely resolve issues using Nexthink ACT. [1, 2, 3]

Key Features and Benefits of Nexthink Integration with ITSM: [2, 4]

- **Enhanced Visibility:** Nexthink provides real-time endpoint data within ServiceNow, allowing IT teams to see a comprehensive view of their IT infrastructure, including devices and users. [2, 2]
- **Improved Incident Management:** The integration helps reduce Mean Time To Resolution (MTTR) by providing instant access to endpoint health data and enabling remote remediation capabilities. [2, 2, 5, 5]
- **Proactive Support:** Nexthink's data can empower service desk teams to become proactive by identifying potential issues and addressing them before they become major incidents. [5, 5]
- **Optimized CMDB:** The Nexthink CMDB Connector populates ServiceNow's CMDB with real-time endpoint analytics and user sentiment data, supporting improved asset tracking and root cause analysis. [5, 5]
- **Automated Remediation:** Nexthink Act API can be leveraged to automate remediation tasks directly from the ITSM platform, further reducing MTTR. [1, 1, 3, 3]

Specific Nexthink Connectors for ServiceNow:

- **Nexthink ServiceNow Incident Management Connector (IMC):** Enables users to load customized Nexthink Scores, view endpoint health, and remotely fix issues within ServiceNow incidents. [1, 1]
- **Nexthink CMDB Connector:** Populates the ServiceNow CMDB with real-time endpoint analytics and user sentiment data. [5, 5]
- **Nexthink ServiceNow Service Graph Connector:** Enhances the CMDB with insights into digital services, improving visibility into the relationships between devices, applications, and users. [6, 6]