

ServiceNow ITAD Automation



End-to-end lifecycle management.

Ingram Micro's ITAD app for the ServiceNow platform helps streamline the entire IT asset disposition process by connecting ITAD activities directly to your existing Asset Management workflows. Users can initiate and manage disposition requests from within ServiceNow while maintaining visibility into every asset throughout its end-of-service journey.

From pickup and secure data sanitization to remarketing, recycling, and final disposition, asset-level updates are automatically fed back into the platform in real time. Compliance documentation—including certificates of data destruction and recycling—is captured within the workflow, helping simplify audits, strengthen chain-of-custody reporting, and provide a more complete view of the asset lifecycle from procurement through retirement.

What are the benefits?

Greater accuracy and security

By connecting ITAD and ITSM processes, you can reduce manual steps, minimize errors, and maintain a more secure, well-documented chain of custody for every asset.

Complete lifecycle visibility

Track assets from procurement through final disposition, including data erasure activities and certificates of destruction, all within a connected workflow.

A better user experience

Simplify training and streamline operations with the ability to schedule ITAD pickups directly from your ServiceNow Asset Management platform.

How does it work?

Combining the Ingram Micro ITAD app, Blancco Secure Data Erasure, and ServiceNow allows you to integrate and control your asset erasure directly from ServiceNow.

The combination provides a view of all managed assets on which you can trigger a remote erasure, allowing you to securely and easily erase the data on your existing ServiceNow managed devices.

What will this enable me to do?

- Schedule pickups
- Request a box collection
- Access BOLs
- View audit reports
- Review details tied to jobs including asset conditions
- Report on specific assets, jobs, or locations
- See the disposition status of each asset
- Download Certificates of Data Destruction and e-Waste Recycling

Ingram Micro helps organizations maintain control of IT assets throughout the lifecycle—from procurement and deployment to storage, recovery, and retirement.

Questions? We've got answers.

Connect with the Ingram Micro ITAD team to learn how our ServiceNow integration can help simplify asset disposition workflows, automate compliance reporting, and provide end-to-end visibility throughout the asset lifecycle.

itdisposition@ingrammicro.com

usa.ingrammicro.com