



High Level Overview

# CI Sync (Enterprise Edition) for VMware to ServiceNow

CI Sync (Enterprise Edition)

# Platform Architecture and Security Overview

CI Sync (Enterprise Edition) is a modern SaaS-hosted integration platform that implements robust security mechanisms to ensure the protection of customer IT asset information.

The scope of this deck is the CI Sync (EE) connectors for Intune (as the source system) and ServiceNow (as the destination system).

Other CI Sync connectors include:

- Lansweeper On-Prem
- Lansweeper OT
- Lansweeper Cloud (for on-prem data augmentation)
- Azure
- AWS (currently in development)
- GCP (currently in development)
- Intune
- SCCM
- Nutanix
- Palo Alto SD-WAN
- BeyondEdge SD-LAN
- Servicely.AI
- and more coming on regular basis.



# General Overview

CI Sync (EE) for VMware to ServiceNow

## Key Points

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1. VMware is a leading virtualisation solution, optimising IT infrastructure and reducing operational costs. The VMware connector for CI Synchronizer enhances this by seamlessly integrating VMware assets into your CMDB. This ensures accurate representation, real-time updates, and streamlined synchronisation processes for comprehensive insights into your virtualised infrastructure.
2. Configuring the connection requires simple read-only credentials in VMware and then to register the vCenter server connection in CI Synchronizer.
  - Supports multiple Instances of VMware
  - Supports VMware vCenter from version 6.0 upwards

For further information visit:  
[www.syncfish.com.au](http://www.syncfish.com.au)



# Important Characteristics of CI Sync (EE)

CI Sync (EE) for VMware to ServiceNow

## Key Points

- Each customer is provided their own dedicated **instance** of the CI Sync (EE) SaaS application. There is **no sharing of processing or storage between customers**.
- Each CI Sync (EE) customer decides where their SaaS instance is located. The CI Sync (EE) SaaS application (for each customer) is deployed to any Azure Data Centre with the required services (so almost all Azure locations across the globe).
- CI Sync (EE) does not store a copy of the VMware resources after it has been processed and persisted into ServiceNow.
- All authentication and authorisation is controlled by the customer's own Azure AD
- There is **no requirement for any of the following in ServiceNow** :
  - **No ServiceNow** Mid-Server
  - **No** need for any **Service Graph connector/s**
  - **No** need for any **Integration Hub components**
  - **No** need for any **ITOM Discovery components**
- **Only the following is needed within ServiceNow:**
  - **A least privileged user/system account** for CI Sync (EE) to authenticate to ServiceNow.
  - **One/two simple settings** (a timeout and some CMDB CI dictionary settings). **performance**
- **The CI Sync (EE) Agent** (lightweight Windows service)
  - It can be installed on any VM in the customer environment.
  - The agent is installed using an installer wizard (MSI).
  - Multiple source systems are supported by a single agent (e.g. Azure, InTune, VMWare, etc).

The customer installation of CI Sync (EE) usually takes 60 to 90 minutes!

After this short time the customer is sync'ing into their non-prod CMDB







## Contact Syncfish for further information



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