



Entrust Datacard Services™ ServiceNow Integration

Key Functionality

(enabled in ServiceNow)

- Simplify workflow approval process
- Streamline the request, approval and certificate pickup process
- Help enforce compliance with internal guidelines and external policies
- Manage SSL/TLS certificate life cycle
- Gain visibility into certificate inventory
- Renew SSL/TLS certificates
- Synchronize certificate metadata with ECS account
- Reuse certificate licenses throughout full term

Manage the SSL/TLS Certificate Life Cycle in ServiceNow

The Entrust Datacard certificate management application for Entrust Certificate Services (ECS) is available in the ServiceNow Store. The app enables organizations using the ServiceNow platform to issue certificates and manage the certificate life cycle, including renewals for Entrust Datacard SSL/TLS certificates, through their existing business process automation tools.

Business Challenge

Managing disparate IT activities like SSL/TLS certificates on various platforms can create blind spots, inviting risks such as unexpected outages and compliance breaches.

Solution

The integration of ECS into ServiceNow introduces unmatched visibility into and drives process efficiency for SSL/TLS certificate management. Ultimately, it simplifies the day-to-day life cycle activity surrounding SSL/TLS certificates with a tool many organizations already know and use for all of their other IT related requests.



Integration Benefits

- Avoid outages due to expired certificates
- Reduce risks associated with non-compliant certificates
- Manage SSL/TLS inventory for cost savings
- Help maintain compliance with internal guidelines and external policies
- Enforce approval workflow process
- Gain visibility into and get status updates on certificate inventory
- Centralize workflow process to ServiceNow

Supporting Links and Docs

[Entrust Certificate Services Datasheet](#)

[Entrust Certificate Services Video](#)

[Entrust Certificate Services Web page](#)

[Entrust Certificate Services ServiceNow Application Installation Guide](#)

[Entrust Certificate Services ServiceNow Application User Guide](#)

Sales Contacts

+1-888-690-2424

sales@entrustdatacard.com

Robust SSL/TLS Life Cycle Management

ECS enables organizations with large numbers of SSL/TLS certificates to monitor the certificate life cycle for their in-use certificates. New certificates can be requested, issued and downloaded for immediate deployment without leaving the ServiceNow environment.

Enforce Approval Workflow Policy

Role-based access control is available to identify people in the organization responsible for certificate administration. Other users can be assigned permissions to request certificates, subject to an additional approval workflow.

Users can leverage existing ServiceNow workflows to streamline the request, approval and certificate pickup process. In addition, users can manage certificate expiries, escalate notifications and renew certificates within their organization for certificates that are at risk of expiring for a true plug-and-play experience.

Avoid Unexpected Outages

Individual certificate users can view their issued certificates and request replacement certificates prior to the certificates expiring. Certificate administrators also have the ability to view all issued certificates and issue replacement certificates on behalf of their users.

Note: This application requires the use of an Entrust Datacard Certificate Services and ServiceNow account.



Corporate Headquarters

U.S. Toll-Free Phone: 1-888-690-2424
International Phone: +1-952-933-1223
info@entrustdatacard.com
entrustdatacard.com

Entrust Datacard and Datacard are trademarks, registered trademarks and/or service marks of Entrust Datacard Corporation in the United States and/or other countries.

©2019 Entrust Datacard Corporation. All rights reserved. SL19-1024-001