ITOM Feature Comparison Matrix
Virima vs ServiceNow

Disclaimer

The information provided in this document is presented only as a reference to aid in IT Operations Management (ITOM) tool selection. Although ServiceNow offers advanced ITOM and AI Ops solutions, Virima chose to highlight ServiceNow ITOM Discovery and Visibility which are most often considered alongside Virima's offering. All data was collected from publicly available data and Virima is not responsible for discrepancies either at the time of publishing (mid-2024) or thereafter.

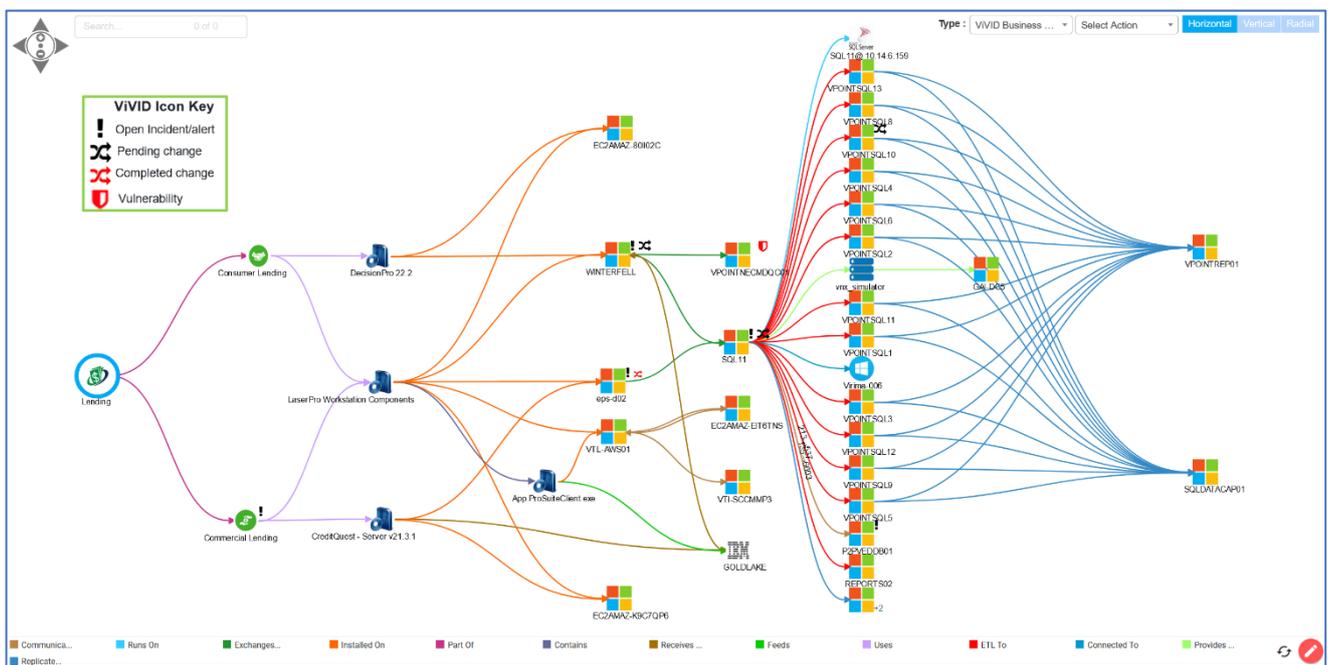| Platform Features ✓ stated OOTB capability ✓ pending capability ✗ currently not available	Virima Discovery	ServiceNow ITOM Discovery v2	ServiceNow ITOM Visibility v2
Agentless discovery	✓	✓	✓
Credentialless discovery for Windows, Mac and Linux	✓	✓	✓
Cloud discovery	✓	✓	✓
Cloud Operations Workspace	✗	✓	✓
Event-based discovery	✗	✓	✓
Agent-based discovery for Windows, Mac and Linux	✓	✓	✓
Agent live CI view	✗	✓	✓
Multisource CMDB	✓	✓	✓
Single agent for software usage data	✓	✓	✓
Off-network configuration and software usage monitoring	✓	✗	✗
Agent remediation playbook framework	✓	✓	✓
Agent security incident response	✓	✓	✓
Top-down mapping	✓	✗	✓
Traffic-based mapping	✓	✗	✓
Tag-based mapping	✗	✗	✓
ML-learned mapping	✓	✗	✓

Platform Features ✓ stated OOTB capability ✓ pending capability ✗ currently not available	Virima Discovery	ServiceNow ITOM Discovery v2	ServiceNow ITOM Visibility v2
TLS certificate management	✓	✗	✓
Firewall audits & reporting	✓	✗	✓
Event processing	✓	✗	✓
Alert correlation, context, probable root cause	✓	✗	✗
Agent-based monitoring	✓	✗	✗
Agent-based log collection	✓	✗	✗
Tag governance auditing	✗	✗	✓
Tag governance CMDB remediation	✗	✗	✓
Orchestration and runbook automation (coupled with ITSM)	✓	✓	✓
Automatic "start anywhere" service mapping	✓	✗	✗
One-click rescan of all assets in service map	✓	✗	✗
Visually appealing service maps with filterable and shareable views	✓	✗	✗
Virima Visual Impact Display™ (ViVID) with ITSM and vulnerability overlays	✓	✗	✗
Complete portability to other ITSM platforms	✓	✗	✗
Autonomic Social Discovery™- crowd sourcing for CMDB and ITAM integrity	✓	✗	✗
Vulnerability management	✓	✗	✗
Easier to implement for faster time to value	✓	✗	✗
Simple licensing model and low subscription fees	✓	✗	✗

About Virima

Virima offers best-in-class SaaS-based asset and configuration management solutions for on-premise, cloud and remote IT assets. Through advanced infrastructure discovery, machine-learned dependency mapping, Autonomic Social Discovery™ and the Virima Visual Impact Display (ViVID™), Virima helps organizations understand the complex and dynamic connection between business services and the technology and people that support them.

The result is a heads-up display for IT that turbocharges many function areas such as IT service management, IT asset management, IT Operations Management, business continuity planning, cyber security, risk management and compliance reporting.

The Virima Visual Impact Display (ViVID™)

Customers also enjoy the portability of Virima. All Virima capabilities are fully compatible with leading ITSM platforms such as ServiceNow, Jira Service Management, Ivanti, and Halo ITSM. This means Virima customers have peace of mind knowing they have options when it comes to ITSM and ITOM. So, whether you are looking to increase ITSM maturity or get on the road to ITOM, know that Virima can take you wherever needed.

Lean more about Virima ITOM at https://virima.com/features/itom