

## Facilitate IT Collaboration and Eliminate Costly Downtime

### Solution Highlights:

- **Dynamically Update Service Models**

Zenoss understands logical and physical device relationships, and ties deep infrastructure layers to applications and services. The Zenoss-ServiceNow integrations provide more accurate alerts based on trends that impact service availability and informed by full horizontal visibility and deep vertical discovery of dependencies.

- **Optimize Response Orchestration**

Zenoss maps real-time models of all dependencies in dynamic, complex modern IT environments and simplifies processes — leading to faster resolutions. The Zenoss-ServiceNow integration enables alignment between IT Ops, ITSM and DevOps teams.

- **Scale Your ITOM Ecosystem**

Zenoss Cloud scales monitoring and offers valuable insights into other ITOM solutions, including alert management, incident management, CMDB, provisioning/orchestration, APM and more. It is delivered as a SaaS solution, freeing IT from installing, managing and maintaining a critical component in their ITOM landscape.

- **Build an Efficient Path to the Cloud**

Zenoss and ServiceNow enable critical alignment between IT Ops, ITSM and DevOps teams, helping them scale to your future needs — including migrations to the cloud. Zenoss natively supports every major enterprise cloud platform, including AWS, Azure, Google Cloud and Nutanix. It also natively monitors Kubernetes and Docker container environments.

### Zenoss & ServiceNow

For most IT Ops and ITSM teams, avoiding service disruptions is the primary goal. But too often, teams struggle to identify the root cause of issues due to the large number of monitoring tools in use and the existence of monitoring silos in most IT environments. Integrating Zenoss with incident management solutions like ServiceNow enables service desk professionals to use Zenoss events as triggers to automatically create, update and close incident tickets. The API-based integration reduces alert noise and allows IT Ops and ITSM teams to focus on up-to-date, accurate and actionable information, available at all times, to initiate the resolution process quickly and minimize the negative impact of the disruption on the business.



In addition, manually updating the monitoring system to reflect what is in the CMDB is both error-prone and cumbersome. And if the monitoring system doesn't have critical information about a configuration item, that information probably won't be available to anyone working on an incident. When alerts lack context, systems of record are inaccurate and communication between the ITSM and IT Ops teams is dysfunctional — causing the entire business to suffer from slow and manual resolution processes.

Zenoss provides the leading full-stack monitoring AIOps platform for the world's largest organizations. Zenoss delivers the ultimate level of service health by providing insights from the most granular dynamic IT service modeling possible, at any scale, and sharing those unique insights with other ITOM tools like ServiceNow.

Zenoss dynamically maps which resources belong to which IT services, even as services are moved. This gives operations an accurate and up-to-date line of sight into the health of a service and its supporting infrastructure. Zenoss eliminates blind spots across the enterprise infrastructure, allowing operations to identify compromised or at-risk resources and use ServiceNow to initiate remediation long before they affect users, critical services or the bottom line.

**“With the partnership of Zenoss and ServiceNow, we feel that we now have the top two solutions in the industry.**

Mark Kennedy, VP of IT Operations, Surescripts



## Share Insights & Coordinate Remediation With Other ITOM Systems

No matter which IT tools help your company succeed, the only way to ensure you're getting maximum value from them is to connect them and create efficiencies that cannot be achieved by the individual parts.

Zenoss offers out-of-box integrations with these key ITOM systems:

- Incident Management
- CMDB
- Orchestration & Provisioning
- AIOps
- Log Analytics
- Application Performance Monitoring
- Network Performance Monitoring
- Unified Communications Monitoring
- BI & Analytics

### Zenoss & ServiceNow: Key Benefits

Reduce mean time to resolution (MTTR) **by 85%**

Reduce monitoring software licensing **by 90%**

Increase IT administration productivity **by 50%**

Reduce alert noise by up to **99.9975%**

## ServiceNow Certified Integration Capabilities

Offered directly through Zenoss, the ServiceNow integration provides a shared resource for IT Ops and ITSM teams to work together efficiently and effectively during service disruptions. Integrating Zenoss and ServiceNow allows teams to monitor their entire infrastructures from cloud, virtual and physical IT environments.

## Key Features Of Incident Management Integration

- **AUTOMATIC TICKET CREATION** - Based upon event triggers and notifications, Zenoss can automatically open tickets in ServiceNow that include event data and other details, reducing the need for manual input.
- **BIDIRECTIONAL STATUS SYNCHRONIZATION** - Zenoss ensures the status of incidents and events remains current in both places by automatically creating, updating and closing tickets in ServiceNow based upon real-time performance and availability data. This ensures IT Ops and ITSM teams are fully aligned.

- **ACTIONABLE DATA DELIVERY** - Tickets created by Zenoss include an actionable, correlated, deduplicated, and confidence-ranked triage list, which helps identify likely root causes and speeds incident resolution.
- **INTELLIGENT SERVICENOW INCIDENT TICKETS** - Zenoss automatically generates incident tickets as soon as an anomaly is detected. In addition, the ServiceNow tickets include information about not only the incident but also the events related to the incident. This provides ITSM teams with better insight into alerts, eliminating delays associated with user-initiated notification of events, and allows them to identify ways to avoid similar issues in the future.

## Key Features of CMDB Integration

- **ACCURATE DATA RECORDS** - Zenoss detects new ServiceNow CMDB device objects and updates, significantly reducing the burden to populate and maintain the monitoring system.
- **IMPROVED SYSTEM COORDINATION** - Zenoss self-manages the setup, configuration and mapping between the systems to easily tune your environment for tracking and management.
- **CUSTOMIZED SYNCHRONIZATION** - Zenoss can adjust the polling interval to sync the list of devices and their statuses — from a default of once per day down to as fast as your systems will support.
- **ENHANCED INFORMATION SHARING** - Zenoss can improve resource coordination and communication between IT Ops and ITSM teams to cut down on human error and issues related to out-of-date information.

### GET STARTED

Contact us today to schedule a consultation and live demonstration of the Zenoss-ServiceNow integration.  
[www.zenoss.com/#schedule-a-demo](http://www.zenoss.com/#schedule-a-demo)

**servicenow**

2225 Lawson Lane Santa Clara, CA 95054 (408) 501-8550

| <https://www.servicenow.com> | Twitter: @servicenow

**zenoss**  
Own IT.

11305 4 Points Drive, Building 1 Austin, TX 78726

512-687-6854 | <https://www.zenoss.com> | Twitter: @zenoss