



ITOM Case Study

This client provides world-class global network and voice services: optical, ethernet, cloud, cybersecurity, capital markets, business internet & VPN, and voice.

Problem

- The typical break-fix model no longer works for IT operations.
- IT operations has limited visibility into how infrastructure and services are connected.
- Manual identification of issues and correlation of events to problems are too slow and error prone.
- IT operations needs help to reduce the noise of day-to-day operations, quickly identify and remediate issues, automate repetitive.
- Tasks to increase efficiency and focus on value-added activities.

Solution

Input Zero Technologies implemented IT service management & IT Operations Management with an ITIL-based suite for the monitoring and control of IT operations.

Our client selected the Now Platform to store and manage all of its disparate data. A unified CMDB and ITOM enhance the visibility of IT resources and enables the IT team to manage service health and optimize service spend.

- ITOM Modules – Event Management, Discovery, Service Mapping, CMDB
- ITOM delivers comprehensive AIOps capabilities built seamlessly on the Now Platform.
- ITOM delivers the intelligence which needed to rapidly find service degradations and outages, understand and resolve issues, automate problem remediation, and optimize cloud spend.
- IT operations move from manually collecting events to automatically narrowing down critical incidents and their root cause, resolving them quickly and effortlessly.

Result

- Visibility: Single source of truth. They started their visibility journey with ServiceNow CMDB, Discovery, Service Mapping applications.
- Health: Rapidly identify and resolve problems with AIOps. Reduce MTTR with real-time correlated views of health KPIs
- Cut noise 99% by aggregating events and converting them into alerts and incidents for resolution
- Prevent service outages by leveraging context-aware predictive indicators
- Savings: With ITOM. Reduce critical incidents by 25%
- Achieve 50% faster recovery time
- Drive to 25% fewer outages