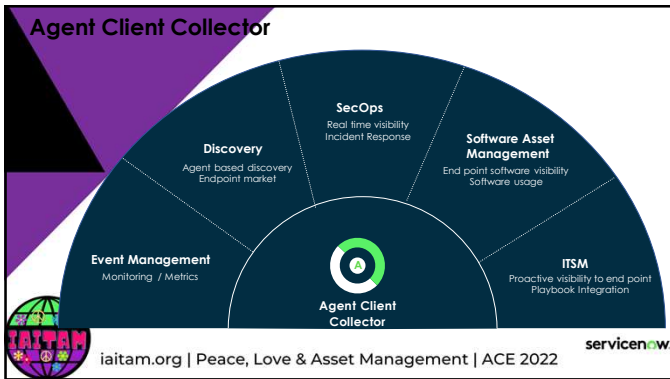




1



2



3

Agent Client Collector

One Platform > One Data Model > One Agent

Driving outcomes

ITSM

HAM/SAM

SecOps

Technology Workflows

Technology Workflows

ITSM
Live Asset View, Playbook automation & Virtual Agent Conversation

SecOps SIR
Security Incident Investigation and enrichment

AI Ops
Monitoring / Metric data collection / Log streaming

SAM
Optimize Software
Collect software usage on end user asset and reclaim un-used software

• ACC supports push based discovery to populate inventory data in to CMDB.

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4

Clustering Framework

Group similar records together to optimize efficiency

- Identify patterns with unsupervised machine learning
- Uncover automation opportunities fast
 - Visual view of clusters with extracted concepts
 - 'Group by' shown visually within each cluster
- Prioritize Knowledge Base article creation

Clustering

Group similar records into clusters so that system integrators can address them collectively or identify patterns for example. It's a core group similar incidents on end user assets for automation opportunities

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5

Automation Discovery

Get recommendations to increase deflections and lower mean time to resolve

- Prioritize automation solution deployments based on maximum value
- Quickly identify opportunities to address the most common ITSM use cases


Get detailed, targeted suggestions based on your data

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6


Remediation Playbook

Behind every great experience is a great workflow




Monitoring of common issues for endpoint applications

Auto-remediate with ACC and perform pro-active checks on end user assets



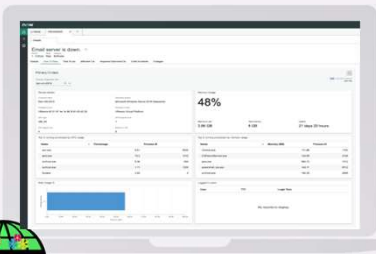
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7

ITSM LIVE CI View


Behind every great experience is a great workflow




Live streaming of asset inventory / performance data to system integrator ITSM view.

Help troubleshoot asset performance issues without remote desktop.

Ability to execute remote commands to collect enrichment data.



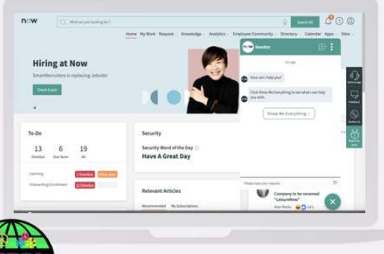
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8


ITSM VA Conversations

Behind every great experience is a great workflow




Deflect Incidents by triggering remediations or services that employees have requested.

Capture Diagnostic Data on Incidents based on intent



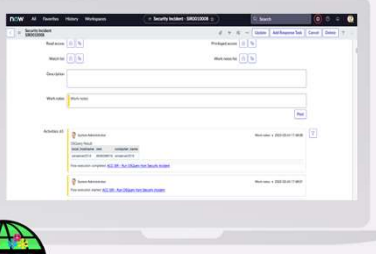
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9

Security Incidents - Actions


Behind every great experience is a great workflow



Live streaming of config and OSQ data to Security Incidents.

Run custom and defined OSQ.

270+ OSQ Table access workflows.

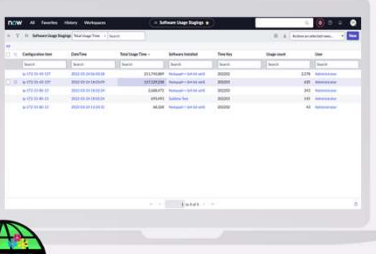


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10


Advanced Software Metering

Behind every great experience is a great workflow



Optimize software spend by collecting software usage metering with ACC

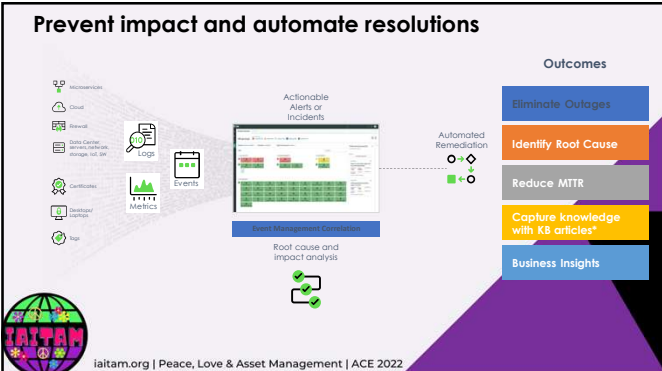
Reclaim the unused software and save \$ with ACC & SAM workflows.



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11

Prevent impact and automate resolutions



Outcomes

- Eliminate Outages
- Identify Root Cause
- Reduce MTTR
- Capture knowledge with KB articles*
- Business Insights

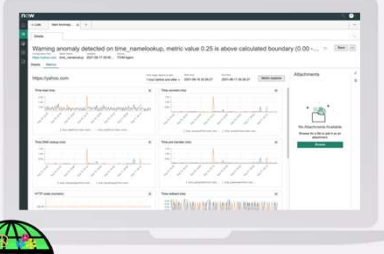


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12


Predictive AIOps

Behind every great experience is a great workflow



Ensuring services remain available and are performing optimally

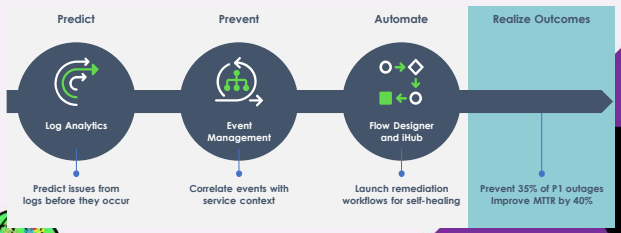
Enable streaming of logs



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13

ServiceNow Predictive AIOps




Predict: Log Analytics - Predict issues from logs before they occur

Prevent: Event Management - Correlate events with service context

Automate: Flow Designer and iHub - Launch remediation workflows for self-healing

Realize Outcomes: Prevent 35% of P1 outages, Improve MTR by 40%



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Demo



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15

Talk to
ServiceNow

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