ServiceNow ITSM Integration

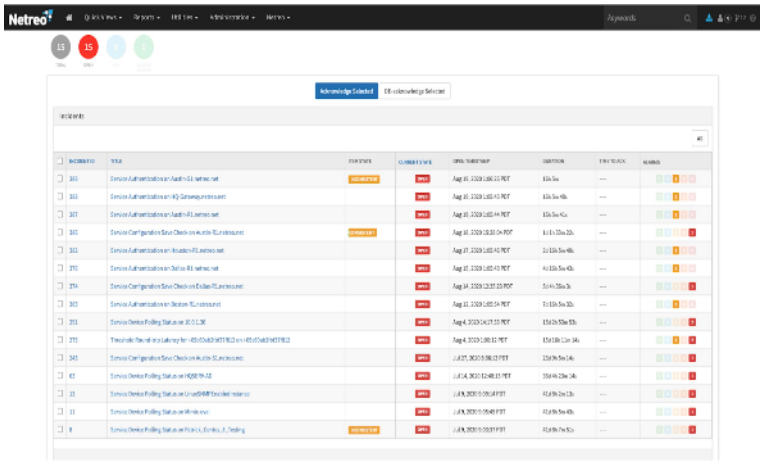
ServiceNow Incident Synchronization

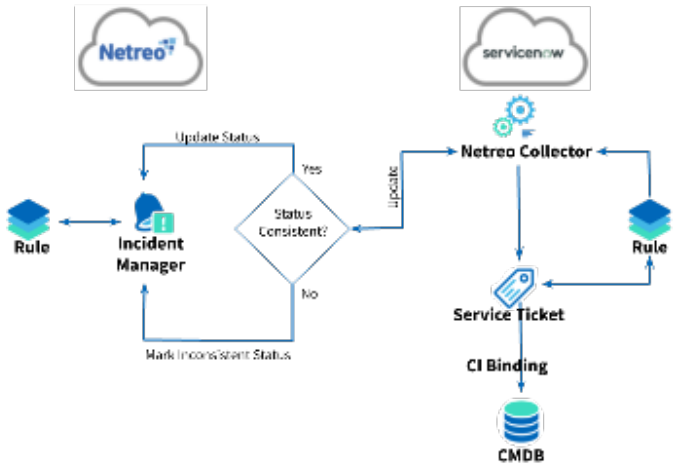
With over 50% market share (Gartner, 2019), ServiceNow is one of the most commonly used ITSM platforms in today's business technology landscape. Considering monitoring systems normally do not include ITSM functionality, it's paramount that monitoring and ITSM tools work in sync. While both solutions often share an overlapping dataset, the parallel nature for each tool type can lead to conflicts, which in turn impacts the efficiency of IT operations. The new ServiceNow Incident Integration module from Netreo makes it easier for IT staff to spot such conflicts. Efforts can be applied to resolving technical challenges rather than spending valuable time chasing down data synchronization issues.

What is the Netreo ServiceNow Incident Integrator?

An add-on module to Netreo that tracks state changes to incidents open in ServiceNow by Netreo and then transmits those changes back to Netreo, ensuring dataset synchronization. The module consists of two components:

- Extensions to the incident processing engine in the Netreo.
- An application available from the ServiceNow Store, which customers can add to their NOW platform.





How Does It Work?

1. Incidents detected in Netreo get transmitted to ServiceNow via RESTFul API webhook call or SMTP gateway.
2. The Incident Integrator keeps a watch over incident state from the NOW platform perspective.
3. State changes, initiated from either Netreo or a ServiceNow operator, are then pushed back down to Netreo.
4. When there is a state mismatch the inconsistency is noted in the Netreo active Incident, detail, and report pages.

Who Benefits?

IT Leadership - Strengthens the integration between otherwise disparate systems in an overall Information Systems architecture. Tighter integrations lowers overall IT operational costs.

IT Engineering - Drives efficiency among engineering teams. No more need to bounce between an ITSM incident console in ServiceNow and an active incident list in Netreo. Understand quickly where the trouble spots are and what issues must be addressed.

IT Operations - Helps your IT Operations team route real issues to the proper engineering team the first time around, which reduces MTTR and increases end-user and customer satisfaction.

Visit netreo.com to learn more

Copyright © Netreo 2023. All Rights Reserved.