Vistara Benefits for ServiceNow Customers

Solution Brief

Introduction

Enterprises continue to look for new ways to manage the flow of incoming alerts that lead to service requests and to distinguish signal from noise. By leveraging the powerful unified monitoring and management capabilities of Vistara, enterprises using ServiceNow® can increase IT automation, reduce the cost of alert and incident management, reduce mean time to problem resolution, and redeploy IT staff to proactively tackle underlying problems instead of spending time on reactive firefighting.

Vistara Tames the Alert Funnel

IT organizations managing complex infrastructures and operations face a continuous flow of incoming alerts from servers, network devices, existing monitoring tools, and more. The problem gets worse when an element supporting many others fails, triggering an "alert storm" that can spread across numerous elements and monitoring tools, obscuring the root cause of the problem. Most alerts can be safely ignored, but IT organizations need a way to quickly zero in on the alerts that matter, rapidly distinguishing the signal from the noise.

Vistara's powerful alert management, alert correlation, runbook automation, and standard operating procedures functionality enables enterprises to efficiently distinguish between alerts that require attention and those that can be filtered out or correlated and managed together.

Unfiltered Alerts

Valid Service Requests
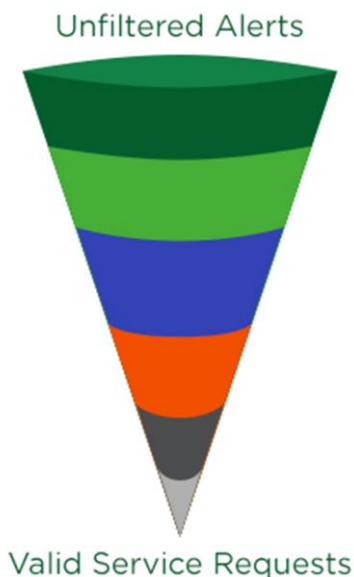
- Monitor and manage the enterprise's entire physical and virtual infrastructure including all of the alerts it generates.
- Automate routine maintenance and prevent problems from occurring with scheduled run book automations.
- Automatically resolve common events without human intervention, prevent outages, reduce mean time to resolution, and increase the number of elements each administrator can manage.
- Ensure consistent operator handling of common events using standard operating procedures.
- Correlate and aggregate alerts into a smaller number of incidents to be managed.
- Identify underlying defects, open service requests and avoid incidents using Vistara.

Easy To Get Started

Vistara automatically discovers all your physical and virtual infrastructure, giving you visibility and unified monitoring and management of all of your assets. Built-in templates make it easy to apply best practices for configuration management to all your devices. Vistara automatically scans all your servers, desktops, and laptops to determine whether patch levels are up to date and recommends needed patches for review. Alerts for managed elements automatically roll up into Vistara's powerful alert browser, enabling unified management of all your physical and virtual elements.

Measurable Benefits of Using Vistara with ServiceNow

ServiceNow customers using Vistara are obtaining quantifiable benefits and consistently hitting key performance Indicators defined on internal service level agreements.

IT Is the First to Know	Issues are detected and IT is informed proactively before users notify IT more than 95% of the time.
Runbook Automation for Common Events	Automate responses to 30% of common events using Vistara Runbook Automation. Decrease defects from non-standard operations and improve service delivery through consistent execution.
Alert Aggregation Means Fewer Problems to Manage	Vistara screens out false-positive or meaningless events and correlates and aggregates multiple events into single incidents; IT can focus on preventing and resolving the real problems.
Clear Definition of Standard Operating Procedures	Standard operating procedures can be defined for 85% or more of repeating events, providing clear procedures for administrators to follow.
Better Adherence to SOPs	All administrator sessions are automatically recorded so best practices can be identified, SOPs can be optimized, and adherence can be audited and proven for compliance.
Increased IT Productivity	Level 1 and Level 2 administrators execute 80% of their work in Vistara, avoiding application hopping. Resolve incidents faster using Vistara Runbook Automation while capturing institutional knowledge. Achieve 30-40% productivity gain using Vistara as one source of truth and one Enterprise Command Console.

Broad Support for Clouds, Platforms, and Vendors

Vistara can monitor and manage the entire physical and virtual infrastructure you have, including servers, network devices, virtual machines, and applications, giving you a unified view and full control through a single user interface. Hundreds of standard templates enable administrators to support their existing infrastructure out of the box.	NetApp VSPEX EMC² CISCO SYSTEMS FlexPod™ EMC² servicenow solarwinds
Vistara can monitor and manage your IT elements regardless of whether they are on the public cloud, private cloud, or on-premise.	vmware IBMSmartCloud amazon webservices™ rackspace HOSTING terremark
Vistara's powerful alert browser enables IT administrators to view, filter, and manage alerts from a single user interface.	(alert browser screenshot)
Administrators can rapidly correlate related alerts and group them into incidents for efficient handling and verification as a group.	(ticket details screenshot)

Better Together: Vistara and ServiceNow

Using Vistara unified IT operations management and ServiceNow enables enterprises to benefit from the unique strengths of both solutions. IT organizations can prevent problems through automation of routine maintenance, automatically remediate common events through runbook automations, and ensure consistent operator management through standard operating procedures and session recording and auditing.

About Vistara

Vistara provides a comprehensive SaaS solution for modern IT operations that is currently used by over 1000 customers. Vistara automatically discovers a customer's entire distributed IT infrastructure and enables customers to unify their IT operations, manage public and private clouds, and deliver self-service IT. To learn more about Vistara, visit http://www.VistaraIT.com, email sales@vistarait.com, or call toll-free 1-855-VISTARA (1-855-847-8272).