

Drive remediation with data and event correlation insights.

ServiceNow and AppDynamics enable businesses to proactively resolve incidents faster by providing cross-correlated insights across mission and business critical applications.

servicenow

(ACTION)



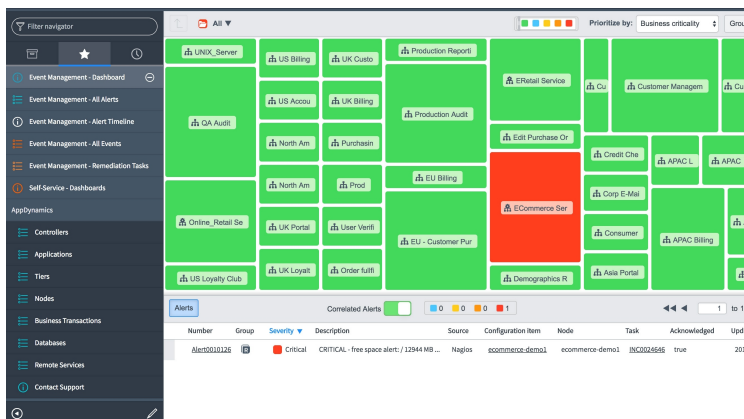
Solving the challenge

On average, organizations experienced 4 business-impacting application disruptions per month in the past year. It took those organizations an average of 10 hours to discover the root cause of an issue and another 20 hours to fully resolve it.

The AppDynamics and ServiceNow integration addresses these growing problems within IT stack visibility by combining insights from application, infrastructure, and microservices domains to provide full-stack observability with business context. This integration delivers application insights and service health metrics critical to maintaining application performance in modern digital business. The solution enables businesses to drive remediation actions and alert response based on business impact to ensure a seamless digital experience for customers and users. Below is a visualization of how an AppDynamics health rule alert appears in ServiceNow and it's fairly obvious that the ECommerce Service (in red) is having an issue.

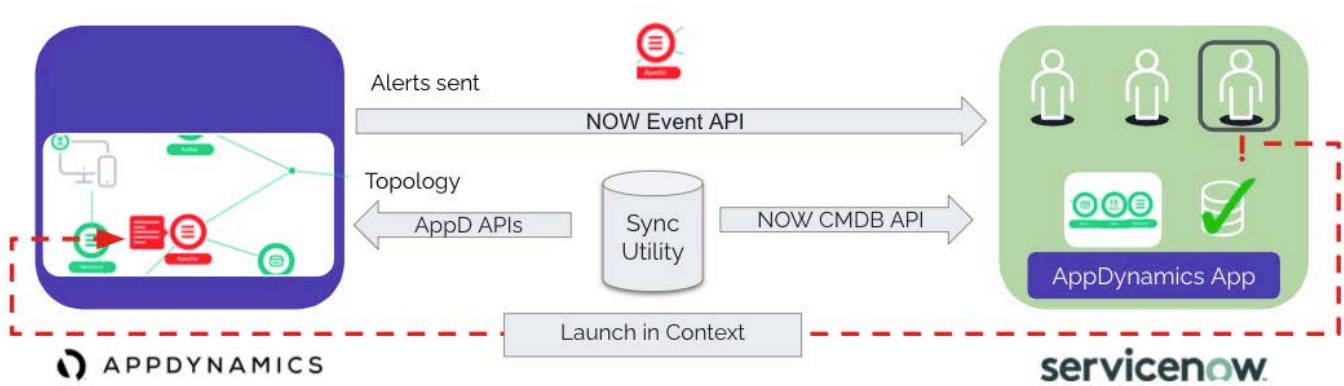
AUTOMATIC INCIDENT MANAGEMENT:

- **Visibility into Application Performance** - Gain advanced visibility into application performance issues in a single, unified view.
- **Cross-correlation insights** - ServiceNow will correlate events from AppDynamics along with other monitoring sources in an effort to get to root cause
- **Proactively Address Issues** - Automatically trigger incident management and remediation actions to proactively eliminate outages using business metrics from AppDynamics



How it works

The architecture of the integration can be seen in the diagram below. On the right-hand side is the ServiceNow instance with the AppDynamics plug-in installed via the ServiceNow store. This plug-in allows the creation of custom AppDynamics tables in the CMDB for a data model. In the middle of the diagram is the sync utility where application topology data is pulled from AppDynamics and sent to ServiceNow to build an application model. The AppDynamics controller on the left-hand side is configured to send health rule violation alerts to ServiceNow's Event Management service wherein it is tied to an application and correlated with other alerts for further action which can include remediation, automation, or opening a ticket.



Business value

AppDynamics provides insights into performance across your entire stack through business observability. With these insights, businesses can pinpoint issues directly impacting their bottom line and create remediation plans through ServiceNow. Together, these solutions enable enterprises to quickly and efficiently resolve issues to ensure maximum business performance which allows them to focus on future innovation.

Want to find out more?

Learn how AppDynamics and ServiceNow enable businesses to address problems proactively with automatic incident resolution:

<https://www.appdynamics.com/partners/technology-partners/servicenow>