



Predictive Ticketing™

Get Notified About Customer Experience Problems Before Your Customers Do

Loom Systems' AI-powered platform Sophie uses advanced patented machine-learning algorithms to predict and reveal problems before they become customer problems.

Sophie learns from your ServiceNow tickets, auto-correlates them to raw machine data in real-time, and foresees future incidents. As an intelligent autonomous solution, Sophie will open tickets on key issues before your customers do, enabling your team to become proactive **and vastly reduce Mean Time To Detection.**



Proactively Detect Issues

Auto-detect unknown issues without the need to set any alerting rules, cutting the Mean Time To Detection by 400%.



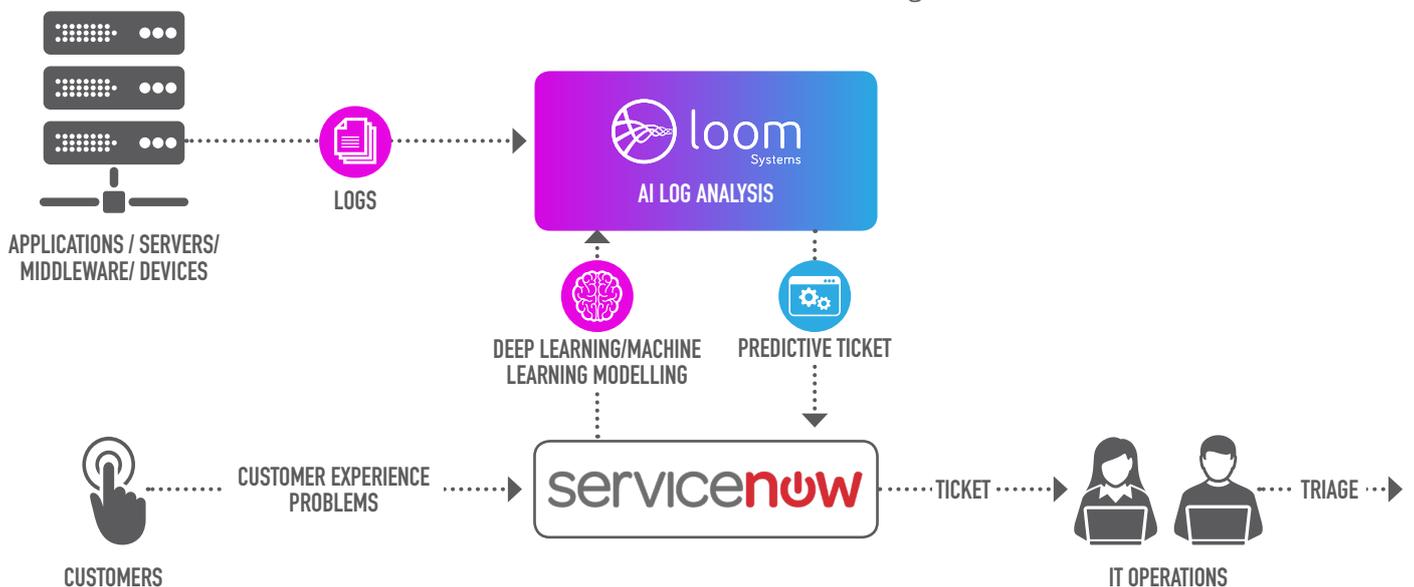
Stop Ticket Overflow

Use predictive tickets to identify and resolve issues early, stopping them from escalating and prevent the tide of tickets from multiple affected customers and employees.



Native ServiceNow Integration

Reduce triage and resolution time by auto-enriching ServiceNow tickets with root-cause, correlations, and recommendations, ensuring current workflows remain valid.





Dynamic Learning

Sophie continuously trains its predictive models in an iterative process, allowing it to evolve and predict an ever-growing number of issues.



Machine Learning Feedback Loop

Users can fine-tune Sophie to their preferences by giving feedback directly from their ServiceNow platform.



“With Loom Systems our IT team can predict complex issues before they affect our business – critical to our operations and development teams. Furthermore, with Loom, we can now proactively problem solve in minutes only”

Greg Miller, IT director



“Loom Systems is cool because, unlike most algorithmic IT operations (AIOps) platforms (see “Innovation insight for Algorithmic IT Operations Platforms”), it treats tribal, human-generated knowledge and feedback as a “first class citizen” to make its machine-learning-generated insights all the more relevant and actionable”

Colin Fletcher and Pankaj Prasad



“Loom Systems is our first line of defense in assessing if something is impacting the application”

Global Senior Product Manager,
Large information & infrastructure Provider

Among Our Customers & Partners



Awards

