

# Extending business-aware IT Operations to the Microsoft Cloud

Unified visibility of your entire IT environment to gain control over Microsoft cloud services and infrastructure resources

## The Challenge

Digital transformation—driven primarily by availability of intelligent cloud service—can be quite a challenge to deliver for today's IT leaders. The increasing demands from IT customers and the variety of needs from the business can easily eclipse anyone's IT resources. Additionally, the rate of change means that manual processes can be prone to error, or just simply not fast enough. How can today's IT leaders deploy their Clouds with exceptional user experience, prevent outage keeping high availability, and maintain proper control over resources plus costs? Moreover, managers can no longer afford to invest in technologies that generate massive on-going integration work that only serves to generate risky technical debt in the future.

## The Solution

To meet this challenge, ServiceNow delivers a solution that is ready out-of-the-box and integrates natively with Microsoft Azure cloud services. With ServiceNow's IT Operations Management (ITOM) solution, you can get to cloud faster with confidence by turning your service operations into a business-aware partner success. ServiceNow extends the service excellence of the Now Platform™ with ITOM's systems-thinking application technologies, that puts you back in control of your cloud environment and accelerates them into 1st class enterprise services. Whether you're just starting out with a cloud first strategy, or are migrating mission-critical infrastructure to hybrid, or public cloud services, ITOM provides comprehensive visibility, system-wide health and scalable ways to optimize your user experiences with the most efficient use of infrastructure resources.

ServiceNow customers can now leverage their investment for best-in-class management of Azure—and Azure customers can gain dramatically increased visibility plus control of their Microsoft cloud infrastructure. ServiceNow's single system of record creates a proven framework for the agile management of public and private clouds—whether you are already deploying advanced hybrid cloud architectures, or are just taking your first steps towards the public cloud.

## How It Works

ServiceNow ITOM delivers:

### Visibility

**Discovery**—Explore Azure cloud resources to always know the state of your cloud and ensure your CMDB is up-to-date, since it automatically collects usage from multiple clouds and accounts.

**Service Mapping**—Aggregate visibility of all underlining hybrid cloud resources, while mapping them to the users, business, and cloud providers like Azure.

In Partnership With



“ServiceNow delivers the service excellence of the Now Platform™ with ITOM's systems-thinking that puts you back in control of your cloud environment

## Health

**Event Management**—Avoid cloud service outages and maintain business continuity. Correlate alerts to cloud infrastructure and take actions to address availability, or performance risks pinpointing impact to the business, or customer experience. Easily integrates with incident and event CMDB data.

**Operational Intelligence**—Get proactive with Alert Intelligence to quickly hone in on root causes and resolutions.

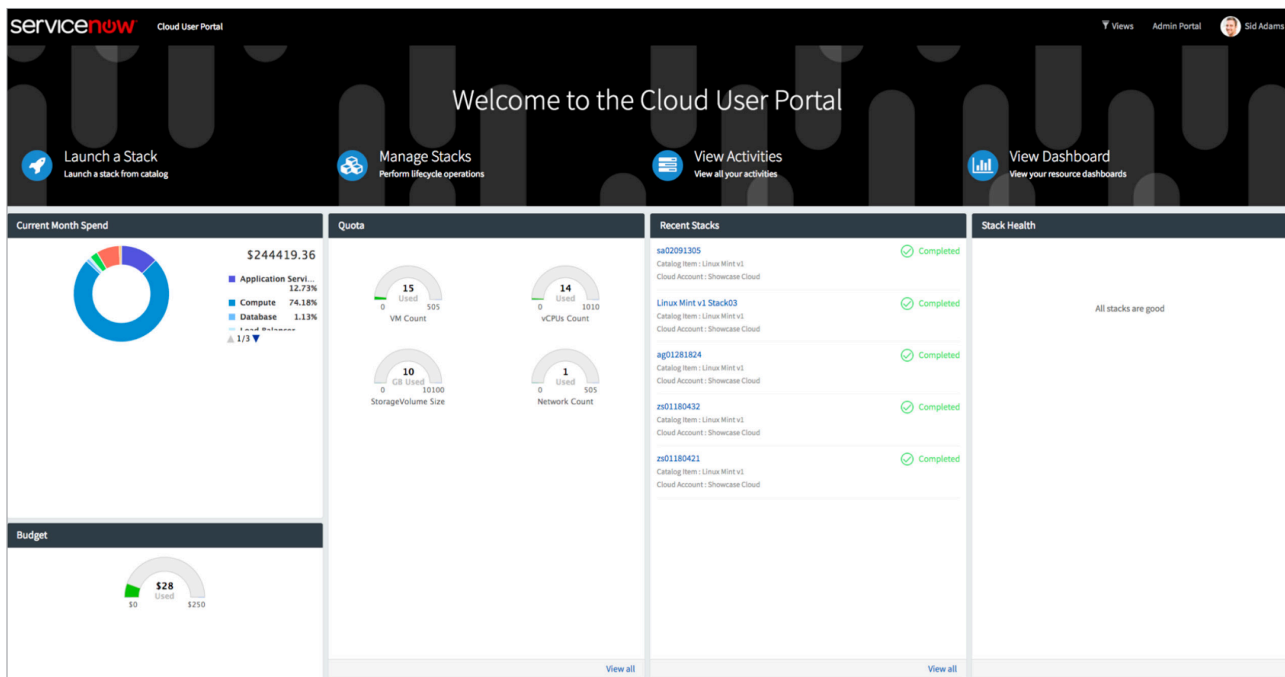
Gain insights into anomalies and cloud business impact analysis with real-time health KPIs to address risk ahead of support incidents, and reduce meantime to resolution (MTTR).

## Optimization

**Cloud Management**—Governance with quotas, budget alerts, 3rd party integrations, and design service catalog via blueprints. Apply standardized policies at deployment of resources based on contextual usage across your underlining cloud services. Aggregate Azure and other cloud resources usage reports for collective cost analysis, charge back to the business, license reclamation, or reallocation of resources

**Orchestration**—Automate remediation's jobs to provide close loop resolutions and schedules for operational hours and spin down.

ServiceNow Cloud Management uses the latest Azure (ARM) technology for Azure provisioning, supports a comprehensive set of Azure IaaS along with PaaS services, and is deeply integrated with the Azure Enterprise Billing API.



The Cloud User Portal provides self-service access to cloud resources along with visibility into orders, approval, and availability.

### Key Benefits

ServiceNow ITOM and the native integration with Azure deliver a number of key benefits to joint customers. By leveraging this integration, enterprises:

- Get unified visibility of their entire IT environment to gain control over cloud infrastructure resources: costs, business plus service impact, governance, and compliance
- Avoid risky integration projects from the start giving IT consistent control with an out-of-the-box solution and native integration with Azure
- Reduce risk of outages and support native and configurable user experiences. Interoperates with existing IT processes and Azure cloud services to support a centralized hybrid cloud management model
- Gain insights in usage such as collective cost reporting across multiple cloud providers and multiple accounts simplifies the ability of IT to transparently assign costs to the business.

### About Microsoft Azure

Azure provides a rich set of application services, including SDKs, caching, messaging, and identity. You can write applications in .NET, PHP, Java, node.js, Python, Ruby, or using open REST protocols. This is all part of Microsoft's promise to let you build using any language, tool, or framework. Learn more: [www.microsoftazure.com](http://www.microsoftazure.com)

### About ServiceNow IT Operations Management Solutions

ServiceNow's ITOM gives enterprises complete visibility and control of their entire IT environment—including virtualized and cloud infrastructure. It simplifies service mapping and delivery assurance, thereby consolidating IT service and infrastructure data into a single system of record. It also automates and streamlines key processes—including event, incident, problem, configuration, and change management—creating a complete, consistent, and integrated IT operational frameworks that drives efficiency and improves service quality.

For more information, or to schedule a demo, please contact your ServiceNow or Microsoft account team.

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