



AutoMonitor Datasheet

End-to-end integration and performance visibility

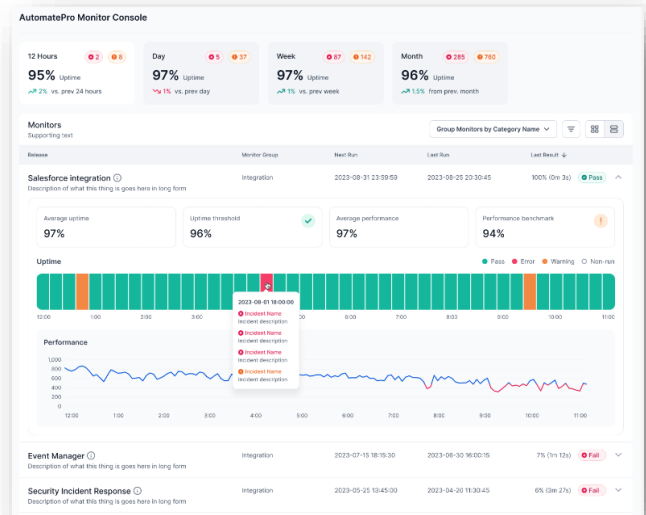
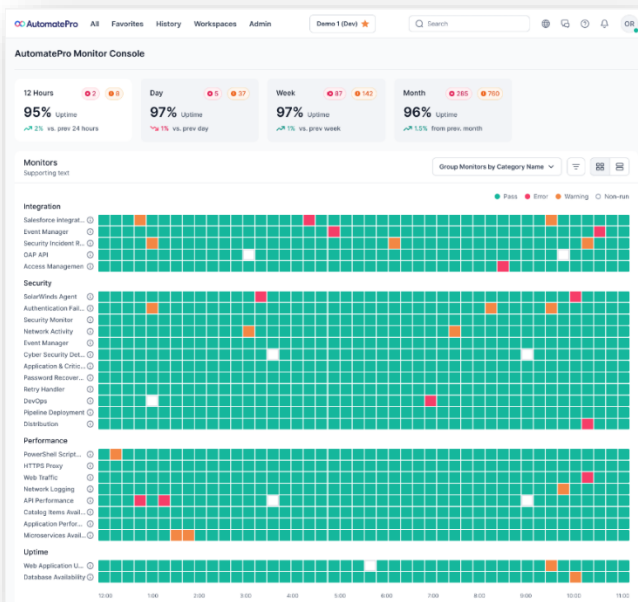
Overview

ServiceNow is swiftly growing into the enterprise platform of platforms, and this is leading to many avoidable integration, performance and security issues. Notably, North American IT Directors average \$1M lost on poorly performing cloud applications.

While there are many Monitoring solutions in the marketplace, this is the first focussed exclusively on the ServiceNow Platform. It is imperative to predict, detect and prevent production issues before they disturb end users' productivity. Cloud-based applications should seamlessly work, almost invisible in the way they perform reliably and securely at scale.

AutoMonitor continuously observes uptime, availability and performance metrics for all applications, integrations and end-to-end processes. It provides real-time updates on functional deviations and degraded performance providing real-time awareness on outliers and highlighting the need for re-factoring. Platform teams pro-actively resolve issues before they hit the business users, maintain a continuous delivery stance, stay secure and ultimately improve customer satisfaction in the platform.

“AutoMonitor means our GRC module is kept current and highly performant, making compliance to ISO27001 much easier and less costly.” CIO, Global Technology Organization





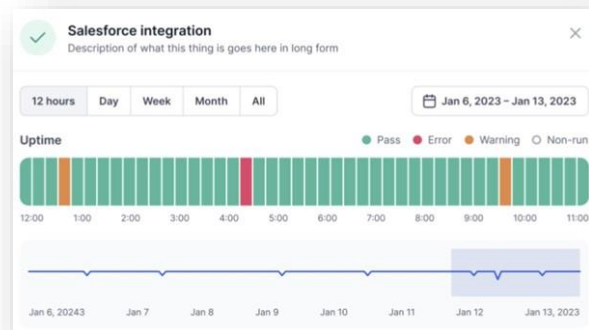
The AutomatePro Advantage

Operational resilience

Resilience is key across any mission critical platform, and essential in any regulated industry such as life science, banking and financial services. The introduction of DORA (Digital Operational Resilience Act) highlights the need for continuous monitoring and alerting and evidence-based recovery processes. AutoMonitor identifies anomalies immediately, allowing for faster intervention, fix and mitigation for future incidents. Those errors are logged, analysed, and over time can provide invaluable insights into system behaviour to improve operational resilience. In turn, these insights help to inform regular regression testing scenarios and overall platform health.

Security & availability vulnerability

Safeguard your production environment by executing regular security and availability monitors that protect against data and permission breaches. These continually running checks detect both malicious and well-intentioned changes, triggering a pre-defined response action to remediate failures, trigger warning alerts and lock-down vulnerable areas faster than any manual response.



System and integration downtime

Availability of cloud-based applications should be bullet-proof, however with continuous changes to multiple business-critical platforms all happening simultaneously, the monitoring of uptime for platforms and the integrations between them, has never been more important. Automated availability checks, coupled with performance monitoring allows teams to gauge the impact of changes through the eyes of the end-user, allowing a key insight into platform satisfaction. Linking this in with the DevOps delivery process facilitates forward-thinking developers to manage risk before its introduced to the system and easily take ownership of key integrations to maintain a smooth experience for the business.

DevOps & CI/CD ready

AutomatePro provides full value stream management application and monitoring is one critical link in that chain. The ability to link requirements, tasks, deployments and documentation to live monitoring empowers ServiceNow to improve delivery to all stakeholders. This encourages ServiceNow teams to pro-actively provide an invisible, seamless experience for end users – ultimately increasing satisfaction and business performance.