Cloud Observability

ServiceNow Cloud Observability helps organizations break down organizational silos and empower IT Ops and DevOps teams with a unified platform that connects cloud-native apps to the services and infrastructure they run on.

Managing the scale and complexity of cloud and cloud-native applications in enterprise environments is challenging, as many organizations are constrained by traditional infrastructure and legacy services.

This forces businesses to invest in multiple observability tools across tech estates, which creates headaches for IT teams as they navigate siloed visibility to resolve issues and improve application performance.

Cloud Observability is the only solution that brings together critical telemetry data (logs, metrics, traces) to improve:

- Security
- Workflows
- Collaboration
- Customer and employee experiences, and
- ROI

Cloud-native logging at scale

Legacy logging solutions were designed for on-premise architectures and struggle to handle the scale and complexity of modern cloud-native applications. Operating these legacy solutions in the cloud require significant infrastructure resources and management overhead making them complex to configure and manage, requiring expertise in data modeling, query optimization, and platform tuning.

Cloud Observability’s fully integrated, scalable log management capabilities for cloud-native apps provide a complete view of all digital user interactions and eliminate non-essential data, saving time and resources for DevOps teams.

Scale with your business

Supports petabyte-scale storage and ingestion - higher efficiency handles more logs by scaling horizontally as volumes of data grow and maintain performance, making it suitable for large-scale applications.

Integrated workflows

Remove the guesswork from managing complicated and distributed tech estates. Fast search and analysis capabilities for timely decision-making based on real-time insights help identify a spike’s root cause by analyzing logs, metrics, and traces relative to affected services.

Context where you need it

Detect issues before they can reach production and impact your customers. When issues do happen, learn where they exist, quantify their impact, and resolve them quickly.

Ease of set up and use

Support for the most common log formats to speed up adoption. A simple and intuitive interface for easy usage by technical and non-technical users, reducing training requirements and improving user adoption.

Petabyte scale != Petabyte cost

Hot/cold storage makes it easy to dial in your requirements so you can log what’s important to you. With multiple levers to control costs, you can drop or filter logs on ingestion and control your retention.

A purpose-built modern log management and observability platform that offers greater flexibility, scalability, and automation capabilities to meet the needs of modern cloud-native applications.
Distributed Architecture

Designed to run on a distributed architecture this allows for horizontal scaling to handle large volumes of data. By using a peer-to-peer communication protocol for inter-node communication, we are enabling scale without a single point of failure.

Hybrid Storage Engine

With a hybrid storage engine that combines the best aspects of both columnar and row-based storage, Cloud Observability stores the most recent data in memory for fast access, while older data is stored on disk in a columnar format for efficient compression and storage.

Dynamic Schema

Unlike traditional relational databases that require a fixed schema, Cloud Observability logging has a dynamic schema that allows for flexibility in data structure. This means that users can add or remove fields on the fly, without needing to modify the database schema.

Time-aware Data Model

We are designed specifically for time-series data, with a data model optimized for storing and querying time-series data. It supports time-based operations such as aggregations, down sampling, and windowing.

API-First Design

All functionality is exposed through an HTTP API. This makes it easy to integrate ServiceNow Observability Logging with other applications and services, and to automate tasks using scripts or other programming languages.

Compressed Log Processing (CLP) technology

Provides enhanced compression, faster search, improved ingestion, petabyte scalability, domain-specific algorithm, and efficient archived log analytics, outperforming Elasticsearch and Splunk.