

Rapidly resolve issues when you can quickly identify their root causes



Don't let manual processes and lack of service insight be a roadblock to resolution – get more proactive!



Don't get overwhelmed by the crunch of service event traffic! There's a simpler route to resolving issues.

By managing events through prioritized alerts, you can:

- Identify the root cause of an issue – fast!
- Resolve the issue before it impacts services and employees
- Prevent outages

Don't rely on help that puts you on the wrong course:

- Point and legacy tools creating a patch-work solution that's difficult to manage
- Tools scattered across on-prem and cloud
- No single system of record on one platform
- No cohesive IT workflows between services and operations
- No comprehensive automation across the enterprise



The right solution on a single platform will turn your big, complicated events into meaningful, targeted alerts using AI and machine learning. These alerts are the catalyst for:

- Connecting changes with incidents to quickly identify the root causes
- Expediting the process of opening and routing a ticket to who is best suited to resolve it
- Enabling IT agents to triage, remediate, and resolve issues from anywhere
- Driving service excellence and employee satisfaction

With these navigational tools at your fingertips, you can:

- Better understand your environment
- Identify services that matter most
- Eliminate outages and reduce MTTR
- Create support options anywhere, anytime

High-performance stories

- Danske Bank has seen a **six-fold improvement** in time to restore services. [Learn more.](#)
- Deloitte has **improved ROI by 5X** through better IT workflow efficiencies. [Learn more.](#)

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