

Incident Management Connector for ServiceNow

Improve Productivity / Reduce MTTR

Real-Time End-User Visibility and Remediation. Real Results.

A NEW WAY TO REDUCE MTTR & AVOID TICKET ESCALATIONS

Your current ServiceNow deployment has your datacenter infrastructure covered. But what about your end-user devices? Nextthink enables IT organizations to turn their attention to one of their most critical stakeholders—the business consumer. With Nextthink’s ability to capture, analyze and act upon vast amounts of real-time data from end-user devices, we can dramatically reduce MTTR through faster diagnostics and remediation of issues with one click. First-level support staff are empowered to resolve issues themselves, without the need for unnecessary ticket escalations.

INCIDENT MANAGEMENT CONNECTOR

With Nextthink’s Incident Management Connector, ServiceNow consoles are populated with real-time end-user analytics from the CI to improve incident management, problem management and IT governance. IT service staff resolve incidents faster with complete visibility and ability to remediate issues in real time. Key features, unique to Nextthink, are now available directly from the ServiceNow console to reduce MTTR across all phases of the incident management process.

KEY BENEFITS

- Reduce MTTR
- Improve productivity

COMPATIBILITY

Check on ServiceNow Store for version compatibility

REQUIREMENTS

- Scores: Nextthink V6.8+ & Integrate Module
- Remediation: Nextthink V6.12+ & Integrate/Act Modules

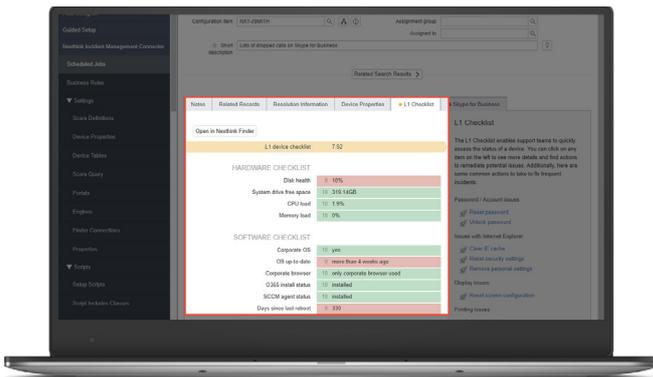
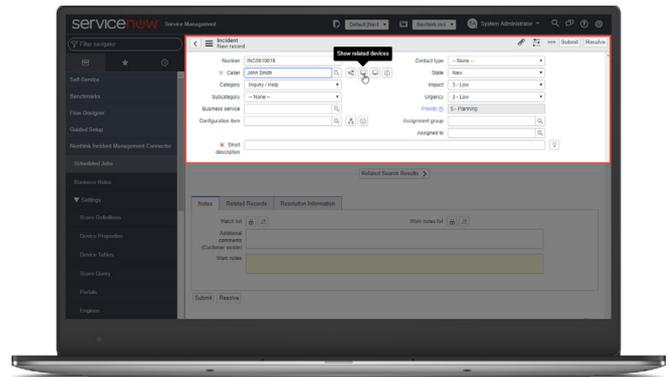
REDUCING MTTR WITH NEXTHINK			
DETECTION/RECORDING	CLASSIFICATION	INVESTIGATION	RESOLUTION
- Real-time, accurate, comprehensive endpoint data	- Detailed checklists - Prioritization based on actual service consumption	- Access to hundreds of real-time attributes - Forensic device and connection history	- One-click remediation to fix issues
✓ Precise input for rapid processing	✓ Faster problem diagnostics		✓ Instant resolution

KEY FEATURES IN THE SERVICENOW CONSOLE

1. Automatic Discovery of Device Information

Gain time by immediately identifying all end-devices used by the caller.

Information, such as machine names, is easily accessible as automatic input to speed up incident processing.

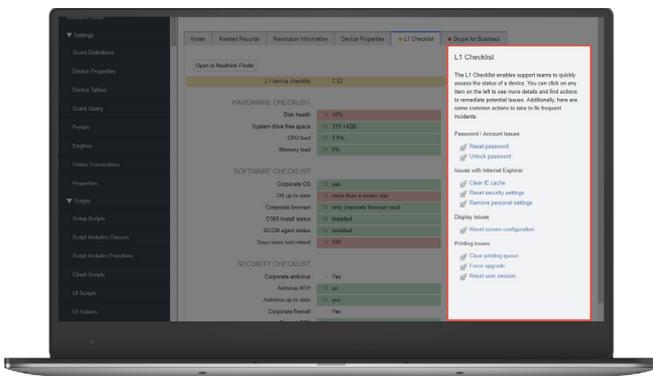
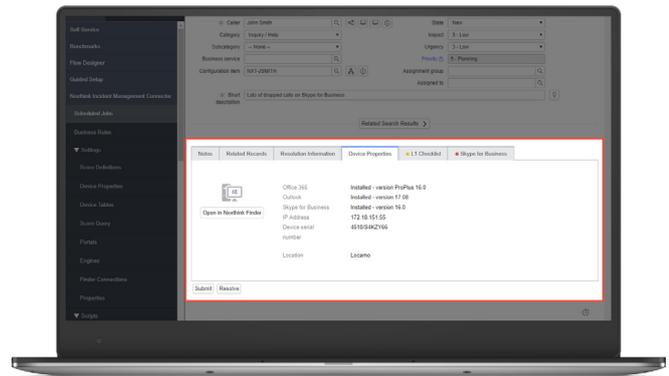


2. Real-Time Device Checklists

Get instant clarity with our real-time, fully customizable, device checklists that enable you to pinpoint critical problems, at one glance. With our simple traffic-light visualization, you'll be able to instantly identify what is happening on affected CIs, and prioritize where you need to focus, allowing you to solve incidents faster and avoid escalations.

3. Rapid Device Investigation

Save time wasted on asking end-user questions they cannot answer. Have all the device properties you need and require for rapid investigations at your fingertips. Our Device Properties tab on the ServiceNow Console provides all the investigative data you need about a particular end device, in real-time. Completely configurable and flexible, you determine what device properties you need to make rapid decisions.



4. One-Click Remediation

After identifying critical problems related to end-user devices from the L1 Checklist, automatically remediate directly from the ServiceNow console. Utilizing Nextthink Act, you can execute remote actions for the appropriate device—instantaneously.

LEARN MORE

Our Incident Management Connector for Service Now is part of our efforts to ensure the best end-user experience across the digital ecosystem. It is included in the Integrate module of the Nextthink Platform—the most comprehensive solution for digital experience management for enterprises. Visit us at www.nextthink.com