NetBrain

5 reasons to adopt automation for ServiceNow Ticket troubleshooting

48%

of enterprises prioritize IT service management (ITSM) for integration with network automation.

– Enterprise Management Associates: Research Summary: Enterprise Network Automation for 2020 and Beyond

Problem diagnosis automation is the key to MTTR and ticket volume reduction. NetBrain's Problem Diagnosis Automation System tightly integrates with your IT Service Management (ITSM) strategy to make your network operations more intelligent and more repeatable.
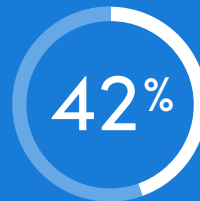
1
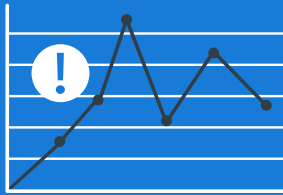
Capture transient issues

NetBrain PDAs generates a dynamic map of the incident (on-prem and cloud) in real time by mapping the start and endpoints

42%

Lack of real-time insights (insights are mostly summaries of past events)

– Enterprise Management Associates: Revolutionizing Network Management with AIOps

2

Reduce escalations & hand-offs

Empowers network operators to collaborate in real-time and capture subject matter expertise without code into a library of reusable automations
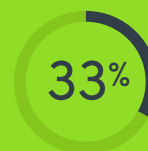
Actual problem resolution is an all-hands-on-deck effort averaging

15–20 people
per incident

On average, how long does your digital war room take to engage and assemble the right cross-function response team?

33%

of respondents said it took
1–1.5 hours

– Enterprise Management Associates: IT Incident Response: Automation Tackles the Myth of "Good Enough"

3

Improve MTTR

Dramatically reduce your MTTR and Tier 1 operators' task time automating the most common tasks associated with your most common problems

The average time for team assembly is between 1 hour and 1.5 hours, and average time for resolving major outages is

5-6 hours.

That constitutes an average

10-30%

of the average MTTR regardless of the severity or complexity of any given incident.

– Enterprise Management Associates: IT Incident Response: Automation Tackles the Myth of "Good Enough"

According to research by Zendesk, the average internal service desk average response time is

24.2 hours

4

Scale Expertise IT

Growing out-of-the-box library of automations based on actual enterprise service tickets

Network automation tends to expose skills gaps in the IT organization: only

3% claim their current skillset is sufficient

– Enterprise Management Associates: Research Summary: Enterprise Network Automation for 2020 and Beyond

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5

Integrate NetOps with ITSM

NetBrain's ServiceNow connector app joins NetOps processes and ITSM workflows enriching the value of your ServiceNow deployment

EMA's survey found that

52% of enterprises consider network device APIs to be critical to their network automation strategy

– Enterprise Management Associates: Research Summary: Enterprise Network Automation for 2020 and Beyond

Benefits

- Automates up to 95% of tickets
- MTTR can be reduced by half or more
- Prevents up to 50% of tickets
- Leverages existing SME resources
- No-Code required for setup and usage

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