LogicMonitor + now™

Drive efficiency across IT Service Management and Operations

Integrate ServiceNow with LogicMonitor's comprehensive monitoring platform

Today's IT infrastructure is complex. With thousands of devices across hybrid and multi-cloud environments, it's difficult to identify and resolve issues before they negatively impact the business.

By integrating LogicMonitor's industry leading monitoring solution with ServiceNow, you discover how your entire ecosystem is working, from infrastructure to applications, and are immediately notified when there are changes. LogicMonitor's certified integrations with ServiceNow include automated ticket management and customizable CMDB integrations, so ITSM and ITOps now have access to reliable and up-to-date data, allowing these critical teams to work more efficiently and effectively.

LogicMonitor CMDB Integration

You can only fix the issues you know about.

If your monitoring solution lacks critical information about a configuration item, the administrators who are responsible for working the incident are flying blind. The LogicMonitor CMDB integration is a single source of truth for IT assets that are correlated to your alerting stream, significantly reducing mean-time-to-resolution (MTTR) for critical incidents.

Features include:

Bi-Directional Data Synchronization

Deliver a single source of truth with real-time, accurate and relevant details maintained in both LogicMonitor and ServiceNow. Not only does this encourage collaboration between IT Ops and Service Management, it also helps improve overall CMDB Health.

Enhanced Alerting and Insights

Generate meaningful dashboards as you add devices, combining data from across your infrastructure to create application or service-specific views. When you are able to visualize service dependencies and identify big picture impacts and anomalies, you can focus on incidents with the greatest impact to the business.

> "The LogicMonitor-ServiceNow integration has helped us automatically monitor any server added to our CMDB and classify according to class and tier. This has helped us reduce human effort and have a single point of truth."
>
> **Neil Reuben**
> Global Compute Platform Services, Autodesk
>
> AUTODESK.

Automated Device Discovery

Rather than manually updating or adding devices, gain peace of mind that newly provisioned infrastructure will always be discovered, organized and monitored — with no manual intervention required.

Extensible and Customizable Integration

No IT environment is the same, so we make it easy for to build on our powerful CMDB application architecture to meet the unique needs of your business.

LogicMonitor Incident Management Integration

Eliminate manual effort and costly downtime.

LogicMonitor's certified integration with ServiceNow delivers real-time alerts as ServiceNow incidents, enabling faster response times to resolve issues, outages, and service requests. LogicMonitor's SaaS-based solution monitors both on-premises and cloud-based services and devices, extending ServiceNow's reach across the entire modern enterprise.

Features include:

Alert/Incident Lifecycle Management

Focus efforts on managing infrastructure issues that are active and critical. Deliver intelligent alerts in real-time to the people and systems that drive your IT services. As the alert state changes or clears, provide the same real-time updates for troubleshooting team awareness.

Intelligent Alerting

When combined with the CMDB Application alerts can be enriched with contextual data about the alert. Contextual alerts reduce mean time to resolution (MTTR) and drive better business decisions.

Bi-Directional Incident Management

Help-desk technicians can acknowledge alerts without leaving ServiceNow, reducing training time and enhancing operational efficiency. Increased operational efficiency and reduced man-hours dedicated to service management

"Our LogicMonitor-ServiceNow integration is a game changer. By being bi-directional, it has allowed us to use the best tool for the job every time. We have reduced our customer on-boarding efforts substantially, simplified the process and at the same time, and increased the quality of the CMDB with less effort."

Oscar Garcia
COO, NTT Communications

Ready to see this in action?

Click here to reach out to us.