NEWROCKET

Predictive AIOps with Service Operations

Modernize, Automate, and Optimize your Technology Service Operations

Leverage the power of AI and automation to predict service issues & accelerate remediation

Break Down Silos Between IT Service Management and IT Operations Management

Big data is central to the AIOps platform. AIOps aggregates diverse data from IT Operations and IT Service Management to provide a unified experience, enabling faster identification of root causes and facilitating automation. By breaking down silos, AIOps can utilize advanced analytics on both existing, stored data and data evolving in real time.

✓ Predicting issues before they occur, preventing impact to= end users, automation remediation, and resolution

✓ Time to value (8-11 weeks)

✓ NewRocket Service Mapping Machine Learning with AIOps

✓ Maximize automation – Boost Productivity by leveraging the= power of Gen AI

Leverage a Proven Methodology

Established as a center of excellence, our team comprises highly qualified and experienced ITSM + ITOM practitioners, ServiceNow platform experts, and management consultants. NewRocket will utilize our internally developed Delivery Excellence methodology, aligned with Now Create, to initiate best practice user stories and accelerators, thereby speeding up time to value.

✓ Establish solid set of foundational applications for Service Operations

✓ Provide a unified visualization of ITSM and ITOM applications to improve agent productivity

✓ Single service dashboard for at-a-glance view of IT Health

✓ Overall reduction in manual steps to identify and remediate= issues

Reduce Your IT 'Operate' Costs: Free Up Employees to Focus on What Matters Most and Enhance Employee Experience

AIOps with Alert Management dramatically reduces the time and effort IT Operations teams dedicate to mundane tasks and low-priority alerts, resulting in enhanced efficiency and substantial cost savings.

✓ Shorten your MTTR - Receive instant data-driven advice on how to fix an issue and use automation to remediate.

✓ Reduced number of P1/P2 incidents

✓ Alert Simplification: Provides an at-a-glance view into repeated alerts. Low touch reduced operator clicks.

✓ Reduced number of outages and SLA violations

✓ Higher service uptime to keep up with the business

✓ Increased incident deflection rates

Boost Productivity, Drive Operational Resilience, and Meet or Exceed SLAs

With Service Mapping, Machine Learning, Health Log Analytics, and Metric Intelligence, deliver uninterrupted digital services. Predict issues, prevent impact, and automate resolution. Improve predictability and real-time decision-making to enable organizations to connect and establish relationships between Services, IT Infrastructure, and IT Operations.

✓ Improved usability of your data and return of investment from ServiceNow platform

✓ Increase data value by uncovering hidden data relationships

✓ AI/ML automation to prevent outages

✓ AI Assisted remediation and resolution with Metric Intelligence / Anomaly detection

✓ Boost productivity - Reduce manual configuration requirements by automatically identifying bounds