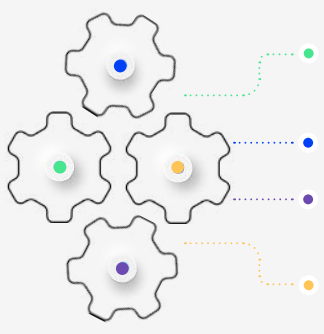

Deliver the benefits of ServiceOps

Improve collaboration, deliver rapid access to siloed data, and reduce time to resolution.

ServiceOps is a technology-enabled approach to frictionless collaboration between IT operations and ITSM teams that facilitates more effective incident management.

Achieving the desired outcomes of ServiceOps requires unifying technology platforms. Full-context operations provides the platform, data, and processes.

Gain operational benefits

When service and operations are effectively unified, organizations report significant operational improvements. Enterprise Management Associates (EMA) surveyed more than 400 global IT professionals to assess their progress toward a ServiceOps model.

36%
report higher productivity and less wasted time.

30%
say it takes less time to find and fix problems (MTTR).

27%
describe streamlined collaboration.

Unify ITSM and ITOps with context

You can enhance the outcomes of ServiceOps by unifying complex IT data to give every operator a complete picture of incidents. Full-context operations eliminates silos, streamlines collaboration, and improves efficiency.

- Triage, analyze, and resolve incidents consistently.
- Improve MTTR by up to 50%.
- Enhance cross-functional collaboration.

Overcome challenges to ServiceOps

Organizational and technical challenges complicate coordinating cross-functional efforts. Full-context operations offers a solution.

- Data access and accuracy
- Legacy systems
- Lack of standardized processes

EMA survey respondents identify data access, legacy systems, and lack of standardized processes as the top obstacles to ServiceOps.

Put context to work

Advanced AIOps gives all operators a unified view of the IT environment. Teams gain end-to-end visibility into their operations to improve data access, streamline collaboration, and overcome modernization challenges.

- Bridge ITOps and ITSM teams with enhanced workflows.
- Instantly uncover siloed contextual knowledge.
- Accelerate IT modernization efforts.

Full context enables ServiceOps

Nearly half of EMA's respondents identified "a platform for enterprisewide visibility and action" as the most important technology to unify service and operations.

Aligning ServiceOps with full incident context enables teams to deliver outstanding service quality.

Get the report

© 2024 BigPanda. All rights reserved.