Turbocharge ServiceNow's Capabilities with IT Process Automation

If you are seeking to improve agility, reliability, and operational efficiency, then invest in an IT Process Automation (ITPA) tool that allows you to easily integrate, orchestrate, and automate processes across multiple functionalities. Ayehu eyeShare™ IT Process Automation is a stand-alone solution that provides a strong set of OOTB integration packs for major ITSM platforms and monitoring tools. Its agent-less architecture allows you to execute tasks across physical, virtual, and cloud environments

Speedup incident resolution, increase service availability, and improve IT operations efficiency

Ayehu eyeShare IT Process Automation integrated with ServiceNow provides ready to use workflow templates and run-books that extend ServiceNow ITSM capabilities. Instead of manual repetitive tasks and lengthy service desk procedures, now you can create automated processes in minutes that accelerate incident response and resolution.

“eyeshare is the glue between our monitoring systems and ServiceNow”, Solution Architect at Financial Corporation.

How It’s Done:

* eyeShare automatically opens tickets in ServiceNow in response to system alerts. Alerts can be received from one or more monitoring systems such as SolarWinds, Nagios, SCOM, Tivoli, HPOM, Splunk, and many others.
* Before eyeShare opens a ticket, it executes pre-configured automated workflows to troubleshoot or even remediate the underlying incident which generated the alert.
* Using pre-built platform-specific activities, eyeShare can manage incident, problem, and change requests, or any other request fulfillment, without any customizations to your ServiceNow instance.
* eyeShare updates the incident status with all relevant data, keeping all information for future review, and closes the ticket in ServiceNow, without any manual intervention.

What are the biggest benefits from using eyeshare™?

Our customers tell us these are the top 5 benefits eyeShare™ provides them, but becoming an IT Automation Superhero is just a bonus:

* Automating incident remediation and ticket creation to create a closed loop process
* Dramatically reducing alert storms & the manual L1 labor needed to address them
* Automating routine, repetitive procedures to free up staff for more important tasks
* Documenting organizational knowledge while becoming ITIL compliant in the process
* Tying together heterogeneous platforms & environments into unified workflows

Besides automating ticket creation, here are the most popular ways ServiceNow customers leverage eyeShare's automation capabilities:

* Submitting a request in ServiceNow to automatically onboard/offboard employees
* Submitting a request in ServiceNow to automatically provision new VMs/AWS resources
* Automating Active Directory Password Resets, Account Unlocks, SQL Queries, Service Restarts, Low Disk Space Remediation, and much, much more and then documenting the event automatically in ServiceNow

What makes eyeshare™ so easy to work with?

eyeShare™ is designed to be easy-to-use, which accelerates your time-to-value so you can generate quick ROI from automation:

* Requires NO programming, only an Operator-level skillset
* Standalone, vendor agnostic tool
* Agentless, only needs one server
* Can be hosted or on-premise, as a physical, virtual or cloud resource
* Robust set of OOTB integrations with over 500 pre-built activities
* Sheer volume of pre-built workflow templates (over 120)

IT Process Automation made easy!

Ayehu eyeShare™ is an enterprise - class, lightweight IT Process Automation solution. Deployed by major enterprises worldwide, it’s ready to automate thousands of IT processes out-of-the-box. eyeShare™ cuts the manual and repetitive tasks out of your IT operation, automates simple and complicated tasks, frees up scarce manpower resources, and measurably improves service levels. All this at an affordable price that makes the ROI a no-brainer.

Download a Free Trial Version with ServiceNow Integration Pack Today! Available on our website: www.ayehu.com