THE DEFINITIVE GUIDE TO SUCCESSFUL MULTI-CLOUD MANAGEMENT

Visibility, control, and management for Standard and GovCloud AWS resources along with Azure and Google Cloud resources as well

> While adopting cloud operations agility, we have seen enterprises being hindered in their ability to quickly respond to change due to a lack of multi-cloud integration.

What capabilities are necessary to manage multi-cloud environments?

Ability to view the increasingly complex ecosystem comprised of cloud and on-premises resources from a single-pane of glass

Instead of dealing with native vendor-specific toolsets and point solutions utilizing a single pane of glass that provides efficient visibility into all systems. These centralized viewpoints need to work for all systems, both traditional onpremises and cloud-based.

Ability to identify and correct problems in real-time

This means that the IT service platform can find and correct problems, leveraging intelligence, automation, and AI-directed troubleshooting.

Resilience

Leveraging real-time monitoring data enables companies to be proactive, versus reactive. Consolidating data to a centralized location allows it to be understood holistically.
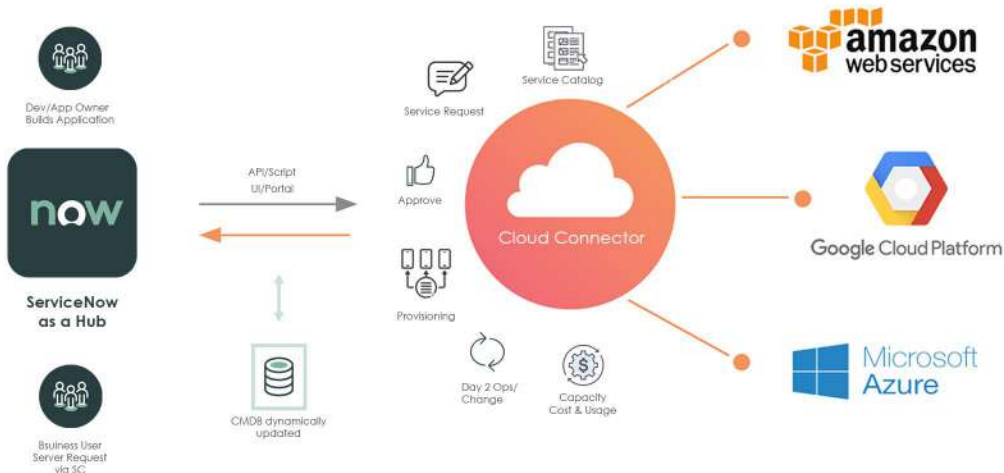
Cost Management

Transparency into usage and capacity provides the foundation for minimizing operational and multicloud costs.

What capabilities do we deliver?

Consistent operating model
on a single platform

Why the Cloud Connector?

CMDB
Populates CMDB with relevant CIs and relationships
from AWS, Azure and Google Cloud

- Integrated with the ServiceNow Identification and Reconciliation Engine (IRE)
- Integrated with the ServiceNow credential store

CHANGE MANAGEMENT
Create and assign approval policies to catalog items

- Supports OOTB ServiceNOW approval processes
- Enables the easy creation of custom approval policies in ServiceNow
- Supports multiple stages of group and user approval
- Supports change windows, meaning that automated requests will execute in a user

INCIDENT MANAGEMENT
Trigger Incidents and assign incidents to support groups
automatically when problems in the environment are detected

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ROBUST ERROR HANDLING
Automatically detects and analyzes errors encountered during
automated processes

- Analyzed errors are automatically presented in a dashboard that described their root cause
- High impact errors trigger the automatic creation of incidents