

Connection Center For ServiceNow

PRODUCT DATA SHEET

COOKDOWN
Let the data flow.

Automate the creation of actionable ServiceNow incidents from Microsoft SCOM alerts critical to your business, with real-time, two-way integration.

servicenow

The key to proactive monitoring

It's a common story: a business-critical service suffers an outage, the operations teams scramble to get it back online, only to find that the the whole thing was preventable if only a monitoring alert had been properly actioned.

If you're still relying on email notifications for SCOM alerts, it's likely that these emails are just being filtered and ignored. To enable true proactive monitoring you can no longer rely on an email inbox: alerts need to be routed, escalated and tracked to ensure a timely and reliable response. That's why modern IT operations demands that monitoring tools such as SCOM are integrated with your ITSM, DevOps, and Communication tools.

Never miss a critical infrastructure alert again

Cookdown Connection Center is the comprehensive solution for integrating SCOM with ServiceNow, automating the creation of ServiceNow incidents from SCOM alerts.

With Connection Center, SCOM alerts are sent to ServiceNow in near real-time, creating a ServiceNow incident that can be routed to a central incident response team or to the owner of the infrastructure. Advanced filtering gives you full control over which SCOM alerts are sent to ServiceNow, and which create ServiceNow incidents, and two-way synchronization ensures that all IT teams have an accurate picture of status.

Isolated

Missed alerts and manual ticket creation

- Email notifications are overlooked
- Manual creation of ITSM tickets takes time
- Status of incidents can be out-of-date
- Alerts remain unresolved in SCOM

Integrated

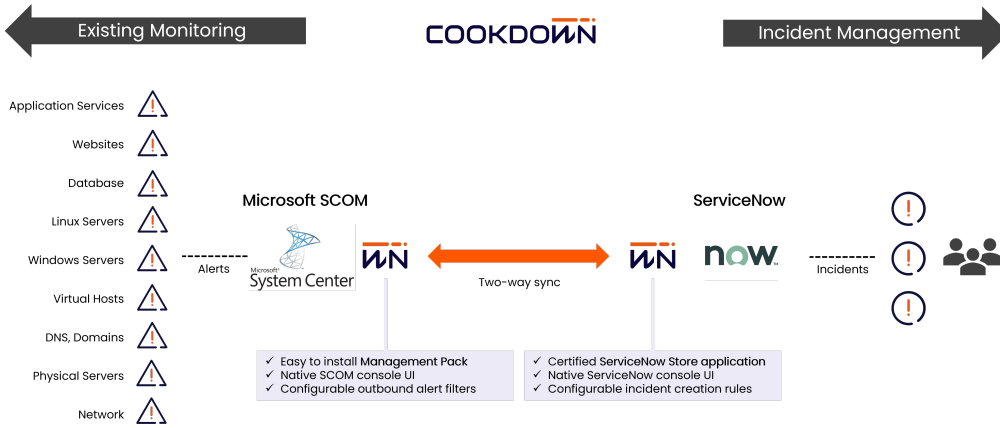
Every alert automatically tracked

- Incidents automatically created using rules
- Alerts correctly routed and escalated
- SCOM and your ITSM tools always in sync
- Proactive incident management

“ Connection Center saved us at least 12 hours a week of manual effort for incident creation, and has been an excellent replacement for Evanios. ”

— David Young, Infrastructure & Operations Manager,
Gift of Hope Organ & Tissue Donor Network

How it works



Code-Free Connectivity for SCOM and ServiceNow

Connection Center is your one-stop-shop for SCOM connectivity. Using code-free, out-of-the-box support to integrate SCOM and ServiceNow.

Simply import our SCOM Management Pack and ServiceNow Store App and get started using our intuitive wizard – setup couldn't be simpler.

“Connection Center worked right out of the box. It took less than a day to start pushing our SCOM alerts into ServiceNow and it hasn't let us down since.”
– Adam Hewins, System Engineer, Tabcorp

Pricing

We are committed to delivering affordable, hassle-free enterprise software that lives up to its promise.

All licenses include email support with a 72-business hour SLA and free upgrades.

<1000 nodes	\$5,000/year
1000-3000 nodes	\$8,500/year
3000-6000 nodes	\$14,500/year
>6000 nodes	Request a quote

Licensed by the number of nodes in your SCOM management group. Nodes include SCOM agents, Linux servers and network devices.

Premium support

Premium support can be added to any subscription and includes phone support, 24-hr SLA, credits for customisation, consulting and training.

Key Features

Out of the box, native integration

Simply install the SCOM Management Pack and ServiceNow Certified Store App, and use the wizard-driven setup to connect. No fussy scripts or hidden moving parts to troubleshoot.

Specialised for SCOM

Correct handling of SCOM monitors vs. rules and full alert details, including alert context, pushed through to incidents.

Flexible Customization

Customize workflows using native tools in either SCOM or ServiceNow.

Two-Way Sync

Alerts and incidents kept in sync across the lifetime of the issue.

Alert Correlation Built-In

If a server is down, subsequent alerts are not raised as Incidents, until the server is back up.

Maintenance Mode

Schedule SCOM Maintenance Mode from ServiceNow Change Requests.

ITIL Compliance

Customize workflows using native tools in either SCOM or ServiceNow. Plus, raise Tasks from Alerts, not just Incidents.

Compatible with Event Management

Optionally integrate with ServiceNow Event Management for extended analytics.

Make your CMDB complete

Cookdown Discovery (sold separately) populates your ServiceNow CMDB with all the existing data held in the SCOM object model.

Get Started Today

Book A Demo

Book a slot with an engineer for a live demo
cookdown.com/connection-center

30-Day Free Trial

Ready to try it out? Download our free trial here.
cookdown.com/connection-center#freetrial

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