

# Top 5 Reasons to Integrate NetBrain with ServiceNow

Modern networks demand intelligent, proactive ITSM workflows.



## 1 Diagnose Instantly with Every Ticket

Every ServiceNow ticket triggers real-time diagnostics and a Dynamic Map of the affected network area.

### Why it matters:

- Captures transient issues in real time
- Delivers immediate situational awareness
- Enables triage before human involvement

**50%** Organizations using automation have seen up to 50% reductions in MTTR.<sup>1</sup>



## 2 Eliminate Escalations with AI Guidance

NetBrain's AI Suite equips Tier-1 engineers with the insights and automation needed to resolve issues before escalation.

### Why it matters:

- Resolve more tickets at Tier-1
- Let AI guide diagnostics and escalation
- Gain visibility across automations and devices

**20%** 20% of Tier-3 tickets could be resolved at Tier-1 with smarter tools.<sup>2</sup>



## 3 Cut MTTR by 50% or More

Automated diagnostics and remediation eliminate guesswork and reduce response time dramatically.

### Why it matters:

- Replaces guesswork with visibility and automation
- Eliminates wait times between steps
- Reduces the cost of downtime across the board

**\$** IT downtime costs between \$5,600 and \$9,000 per minute.<sup>3</sup>



## 4 Prevent the Next Ticket Automatically

Resolved issues become Golden Assessments that help prevent repeat incidents across the network.

### Why it matters:

- Transforms reactive tickets into proactive defense
- Uncovers hidden risks before users are affected
- Shrinks incident volume over time

**70%** 70% of network outages stem from known issues that were never addressed.<sup>4</sup>



## 5 Keep ITSM & CMDB Data Aligned Automatically

NetBrain writes diagnostics and Dynamic Maps directly into the ServiceNow ticket to maintain accuracy and traceability.

### Why it matters:

- Reduces manual documentation and data entry
- Improves CMDB accuracy with real-time network state
- Enhances audit readiness and change verification



A well-maintained CMDB enables seamless integration with ServiceNow modules, ensuring consistent data across the platform and leading to more efficient operations.<sup>5</sup>



Learn more at [www.netbraintech.com](http://www.netbraintech.com)

<sup>1</sup> ServiceNow – "How to Reduce MTTR"  
<https://www.servicenow.com/blogs/2024/how-reduce-mttr>

<sup>2</sup> MetricNet – "Percent Resolved Level 1 Capable"  
<https://www.metricnet.com/percent-resolved-level-1-capable/>

<sup>3</sup> Gartner (as cited by Atlassian) – "Calculating the cost of downtime"  
<https://www.atlassian.com/incident-management/kpis/cost-of-downtime>

<sup>4</sup> EMA (as cited by BigPanda) – "The true costs of modern IT outages"  
<https://www.bigpanda.io/blog/report-the-true-costs-of-modern-it-outages/>

<sup>5</sup> Michael Moch – "Top 5 Benefits of a Well-Maintained CMDB in ServiceNow"  
<https://www.linkedin.com/pulse/top-5-benefits-well-maintained-cmdb-servicenow-michael-moch>