# Resolve Issues Faster

Service-centric IT organizations differentiate themselves from peers by their ability to accelerate incident resolution, no matter what the organization's priorities may be, as they undertake critical transformation projects.

The success of modern IT companies often hinges directly on the ability of IT operations teams to navigate their transition to a cloud-first, service-oriented infrastructure. Instead of spending their time treating recurring symptoms, they attack problems at their core. Today's IT teams need software to help them throughout their deductive problem-solving process — accelerating resolution by streamlining investigation and collaborating across teams, quickly identifying root cause, and automating remediation.

Zenoss provides a consumerized, intelligent user interface that provides automated root-cause identification and resolution, leveraging machine learning–driven dynamic dashboards to streamline collaboration workflows. It allows you to apply consistent monitoring policies across all cloud and on-premises systems, provides immediate notifications, enables cross-functional collaboration, and **seamlessly integrates with other ITOM technologies to accelerate and automate resolution.**

"Our goal is to get a complete view of our environment so when there is a problem, we can get to that root cause as quickly as possible."

– Rodney McCarter, Vice President of Infrastructure Engineering Operations, Newgistics
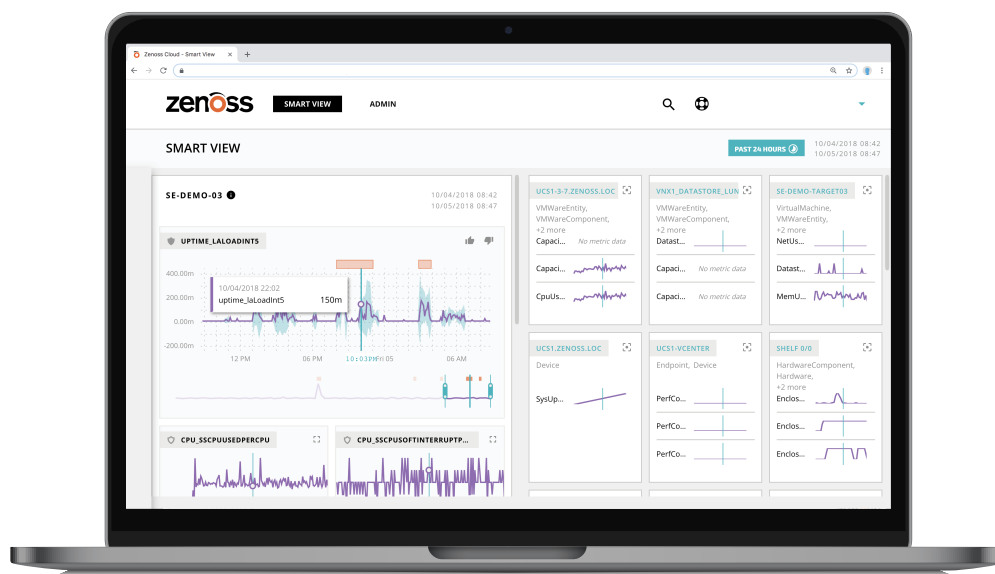
Improve Root-Cause Analysis

Zenoss isolates probable cause sooner through clear visibility into the health, performance and utilization of the systems your services rely on.

- Identify resources affecting service availability and performance of your multivendor infrastructure
- Map the service-impact relationships between all of your infrastructure and application components
- Monitor services at a component level, including performance and configuration data from different devices
- Get a real-time view into your IT infrastructure and proactively troubleshoot unexpected issues before they affect end users or customers

Ease Troubleshooting

Zenoss gathers relevant information on events before service disruptions occur using bidirectional, consistent information flow with key ticketing systems.

- Troubleshoot faster with intelligent, dynamic crowdsourced views and workflows for IT Ops, DevOps and business users
- Define and automate your escalation process
- Kick off the appropriate workflows — create and reconcile tickets based on important monitoring events
- Adjust your monitoring thresholds and notifications to proactively manage service performance

Streamline Cross-Team Collaboration

Zenoss lets you seamlessly share data on infrastructure issues affecting an application as well as on how an affected component interacts with other parts of the system.

- Help your IT team resolve issues faster and maintain continuous service delivery
- Align IT Ops and IT service management teams to seamlessly share relevant information on issues
- Improve resource coordination between IT teams to cut down on human error

Predictive Insights

Zenoss enables IT Ops team to integrate ITOM tools and create efficiencies that cannot be achieved otherwise. It easily integrates with your incident management tools to automatically generate tickets when anomalies are detected.

- Eliminate the need to manually create tickets for certain disruptive events
- Reduce downtime associated with user-initiated notification of events
- Improve mean time to resolution by updating events as they flow through your incident management system
- Improve staff productivity and automation across IT Ops

As a SaaS-based platform, Zenoss provides a unified approach — offering the fastest path to issue identification, reducing mean time to resolution, and eliminating the challenge of different teams with different information trying to resolve the same issue.

To learn more, visit our website at **www.zenoss.com**.
Zenoss is the global leader in software-defined IT operations.

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