INTEGRATION PACKAGES

Zenoss offers a broad range of comprehensive professional services to accelerate time to value and help organizations implement a more proactive and sustainable approach to unified monitoring.

Complement your enterprise investments in people, processes and technologies by integrating Zenoss with your existing IT toolsets, including incident management systems and configuration management databases (CMDB).

Once your Zenoss software is set up and configured, our Integration Packages help you integrate your Zenoss deployment into your end-to-end IT process and workflow. The Zenoss Professional Services Team will work with you to get the most out of your deployment, using best practices gathered from thousands of implementations.

ZENOSS PROFESSIONAL SERVICES

The Zenoss Professional Services Team is comprised of highly experienced project managers, architects, developers and deployment consultants, and services range from popular QuickStart Packages to fully tailored consulting and implementation services. Every services engagement follows our established methodology, focused on customer success and reducing project risk.

Integration Packages

Zenoss Integration Packages are offered as subscriptions to ensure continued compatibility between your Zenoss deployment and third-party tools. These a-la-carte packages focus on integration with incident management and CMDB toolsets. As subscriptions, the packages include support and maintenance. This includes upgrades to the integration to support new releases and features for ongoing compatibility between ServiceNow and Zenoss software.

INCIDENT MANAGEMENT INTEGRATION

This offering interfaces Zenoss software with third-party incident management ticketing systems, including ServiceNow, BMC Remedy, CA Technologies, HP and Atlassian JIRA.

Zenoss integrates with these tools as part of the problem-resolution workflow that is initiated when a Zenoss event is generated. The integration is bidirectional, so when an event is closed in the incident management tool, the corresponding event is automatically closed in the Zenoss platform, and vice versa. Administrators can also tune the solution to intelligently generate tickets based on specific event conditions to avoid generating alert floods.

The package includes installation, setup and configuration of the Zenoss Incident Management Integration ZenPack and allows Zenoss software to create, modify, reopen, acknowledge, link, assign and close incidents.

CMDB INTEGRATION

A continuously maintained CMDB is an invaluable integration source because Zenoss software can leverage its contents to automatically identify both new and modified resources to monitor. Likewise, Zenoss software can improve CMDB accuracy by supplementing its database with real-time information and newly discovered IT resources, benefitting the people and applications that rely on it.

Zenoss offers packages to integrate with ServiceNow and can customize service engagements for your tool of choice.

SERVICENOW INCIDENT MANAGEMENT & CMDB INTEGRATION BUNDLE

This subscription is a bundle of the following Integration Packages, offering bidirectional integration certified by ServiceNow for both incident management and CMDB:

Incident Management Integration for ServiceNow *(also available as an individual package)*

- Enhance operational efficiency by automatically creating, updating and closing automatically populated tickets in ServiceNow
- Improve alignment between IT Ops and IT service management (ITSM) teams with bidirectional synchronization of incident ticket data
- Enable faster resolution and reduced mean time to resolution (MTTR)

ServiceNow-Certified CMDB Integration *(also available as an individual package)*

- Detect new ServiceNow CMDB device objects and updates, resulting in the ability to significantly ease the population and maintenance of CMDB data
- Self-manage the setup, configuration and mapping between the systems to tune your environment tracking and management
- Adjust the polling interval to sync the list of devices and their statuses (e.g., “in production” versus “decommissioned”)