

USE CASE

MEET FELIX

SVP, Information Technology

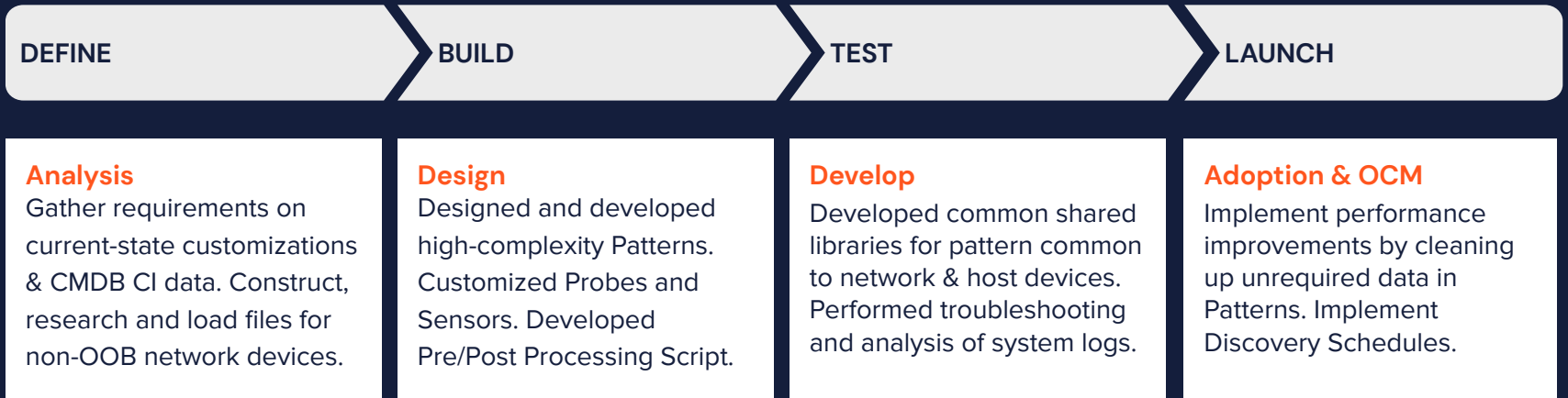
Needs to **diagnose and troubleshoot** challenges, set up schedules, and **establish best practices** for end-to-end implementation of Discovery.

Ready to migrate from a custom legacy **Application Discovery Dependency Mapping (ADDM)** program to **ServiceNow Discovery** solution.

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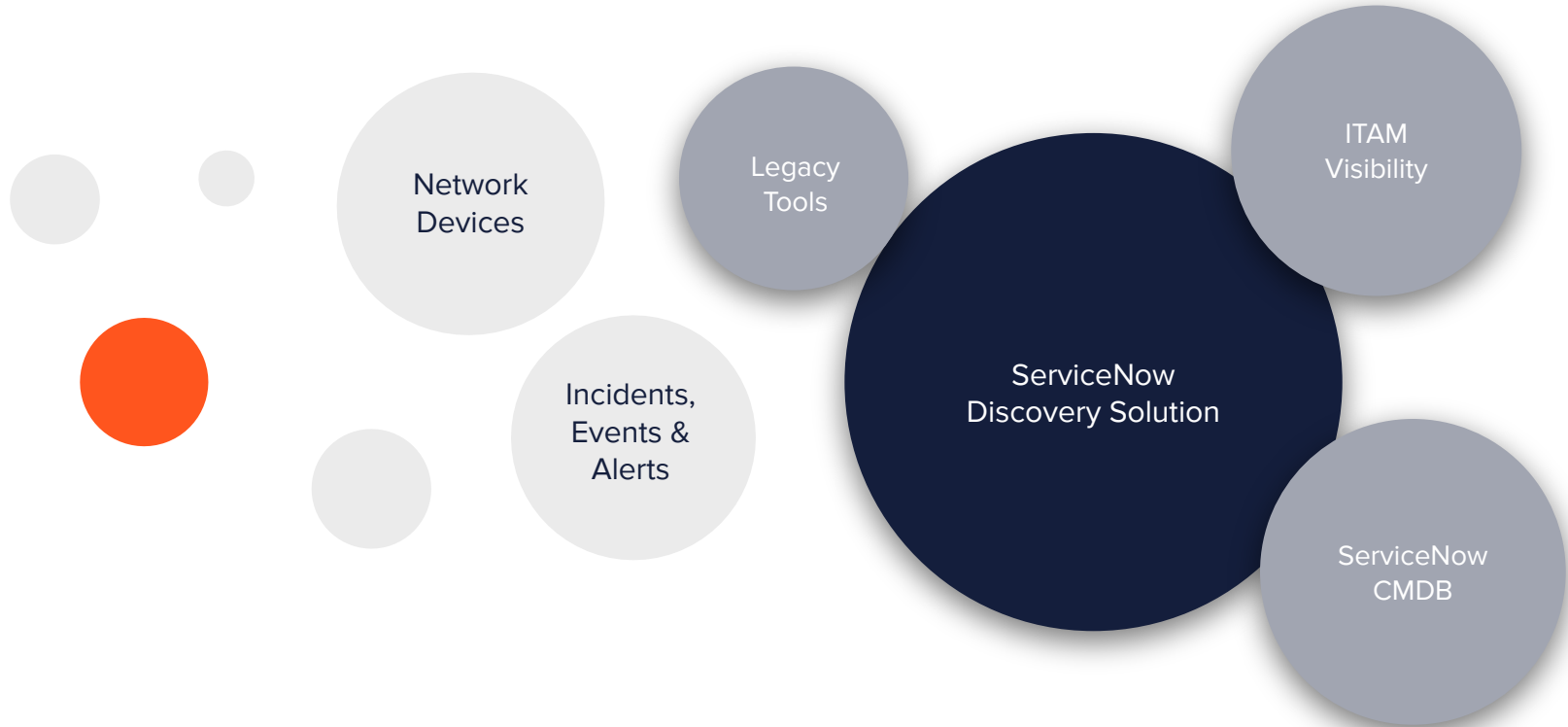
HOW WE HELPED FELIX WIN.

12-14 week process:



USE CASE

SOLUTION SCOPE



OUTCOME

Creating Visibility with ServiceNow Discovery.

Near real-time visibility into environments through an accurate, up-to-date CMDB.

Find Flow in your ITSM operations & asset management.

- Actively discover all network devices across all environments (including custom network devices) within 60 seconds
- Better integration with ITSM processes, including Event Management, Incident Management & Change Management
- Fewer business-impacting events.
- Faster Mean-Time-To-Resolve (MTTR).

