

Avantra & ServiceNow

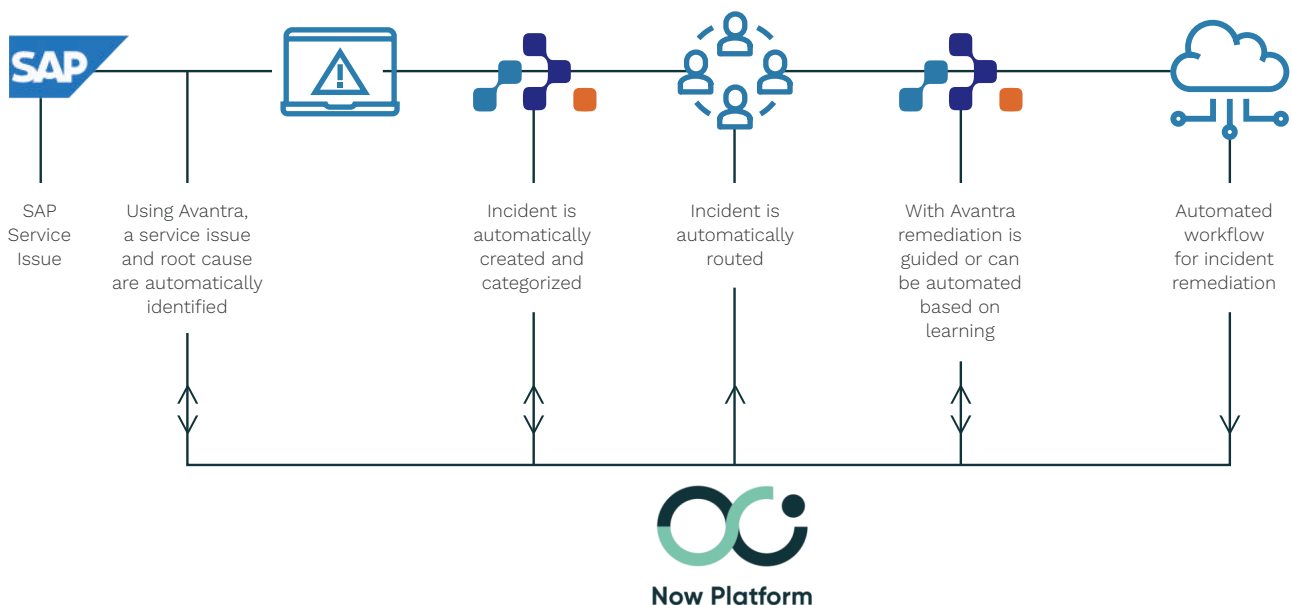
Empowering SAP operations teams with intelligent automation

Extend ServiceNow capabilities across your SAP landscape

With our certified integration to the ServiceNow platform, customers can get all the benefits of the ServiceNow IT workflows (ITOM, ITSM, ITAM) across their SAP operations. Using detailed SAP information, Avantra can update incidents and enrich

the ServiceNow CMDB automatically and even run automations and remediation triggered by ServiceNow. The result? Improved root cause analysis, dependency mapping, change management and asset management.

Get deep insights into SAP systems performance fully integrated with ServiceNow








Avantra currently provides a number of integration points to “SAP Enable” the IT Workflow capabilities of ServiceNow:

- ☑ ITSM - automatically create ServiceNow incidents with meaningful SAP alert data and access Avantra checks directly. There is an App on the ServiceNow store for this.
- ☑ Event Management - provide access to SAP monitoring data alongside other APM data sources.

- ☑ ITOM Discovery/Service Mapping - securely run SAP landscape discovery with Avantra agents and enrich the ServiceNow CMDB with SAP configuration and change data.
- ☑ Integration Hub - allow ServiceNow to trigger automations in Avantra for remediations, Kernel patching, Stop/Start/autoscale SAP systems, etc.

End-to-end intelligent IT operations with Avantra

Notifications	Applications	
	<ul style="list-style-type: none"> SAP Business Warehouse BW/4HANA SAP Business Objects SAP PO (PI/XI) SAP NetWeaver SAP Web Dispatcher SAP S/4HANA 	<ul style="list-style-type: none"> SAP Business Suite SAP HANA IDocs, ICM, Jobs, BCS TREX, ABAP, JAVA HTTP/Interface Monitoring Web Services Compliance/Security
Cloud integration	Database & OS	
   	<ul style="list-style-type: none"> Microsoft Windows Oracle Solaris HP UX Linux SAP ASE 	<ul style="list-style-type: none"> SAP HANA 1.0/2.0 SAP SQL Anywhere Oracle IBM DB2 Universal DB MaxDB Microsoft SQL Server