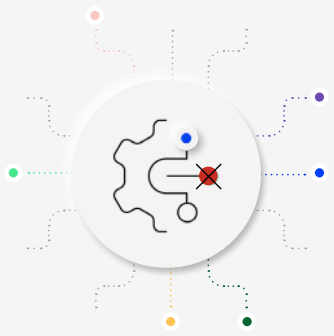


Why ITOps without full context is unsustainable

Efficient incident resolution requires complete data.

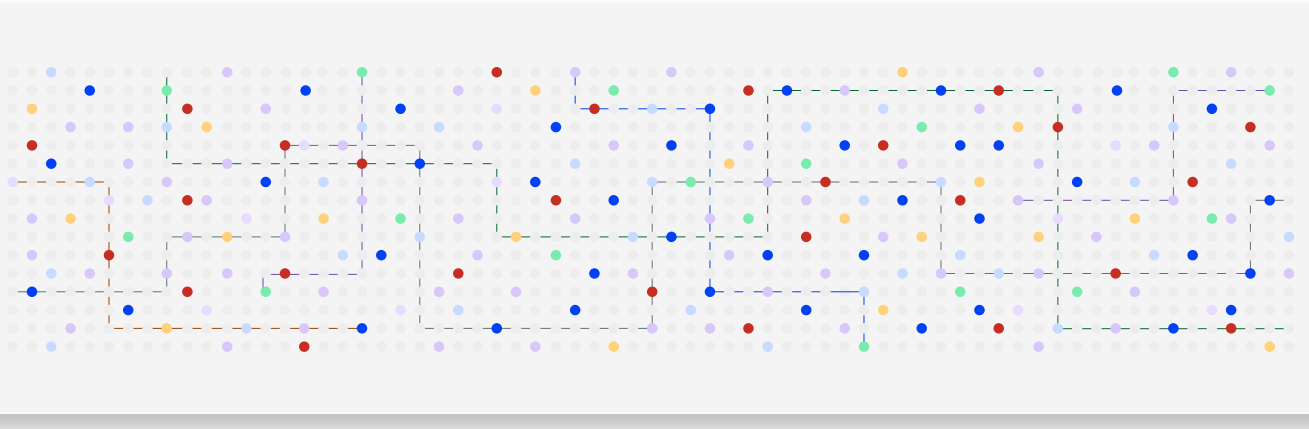
Response slows when teams have to search for incident data, risking damage to service availability, customer experiences, and revenue.

A unified view of alert and incident data from multiple IT sources allows observability, ITOps, and ITSM teams to eliminate silos, streamline collaboration, and automate manual tasks.

Noisy, siloed data slows response

Inconsistent alert data, slow detection, and outdated response processes challenge IT teams. These factors waste time, inhibit incident remediation, and can damage team morale.

- Only 25% of organizations report most of their alerts are actionable.
- Disparate tools isolate teams and prolong MTTR.
- Legacy processes rely on manual efforts.



Enterprise Strategy Group by TechTarget

"The tasks of IT operations management are still burdensome, complex, and manual. Processes like collecting and correlating data are hard, especially if you do them manually."

Jon Brown
Senior Analyst, Enterprise Strategy Group

Incident response is inefficient

In a survey by Enterprise Management Associates, 27% of respondents reported that 50% or more of MTTR is wasted waiting for information. Lack of context contributes to the top three obstacles to effective incident response.

51% Getting the right teams to engage and collaborate

39% Lacking a unified view and mapping of service elements

32% Missing business context to understand impact

Bloor

"Adding context to enrich alert data leads to more effective prioritization. This results in faster problem resolution and fewer service disruptions."

Paul Bevan
Research Director, Bloor Research

Transform ITOps with full context

Full-context operations provides a complete, end-to-end picture of incidents. Help teams respond faster, assign the right resources, and maintain service availability.

Get the e-book

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