# OPSRAMP & IVANTI

This is where IT operations management meets ITSM.
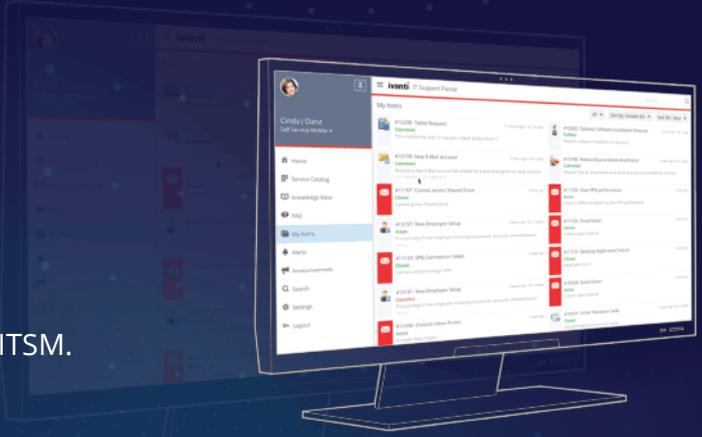
Track accurately. Respond effectively.

Major IT incidents can derail business productivity, undermine business reputation, and impact customer trust. The OpsRamp integration for Ivanti Service Manager helps service delivery teams track the health and performance of modern digital services in a single place without swapping screens, swiveling chairs or swearing out loud.

How Does It Work?

Now it's easy to ensure faster incident identification, analysis, prioritization, and response with a robust integration between Ivanti Service Manager and OpsRamp. OpsRamp enables intelligent noise suppression, alert correlation, faster incident remediation and centralized governance so that IT teams can:

- **Focus on High-Value Incidents.** Create automatic incidents in Ivanti for events in OpsRamp and assign them to the right teams for faster troubleshooting. Intelligent alert notifications deliver the right service context for prompt incident escalation.

- **Stop Drowning in Alert Noise.** Configure policies to handle low-value, repetitive tasks using an event-driven model that runs across Ivanti and OpsRamp. Ensure faster turnaround for proactive and reactive issues with consistent operational processes.

- **Ensure Rapid Resolution.** Automate the closure of incidents in Ivanti as alerts get healed in OpsRamp. Maintain service levels for critical IT services with unified operational insights and effective incident collaboration.
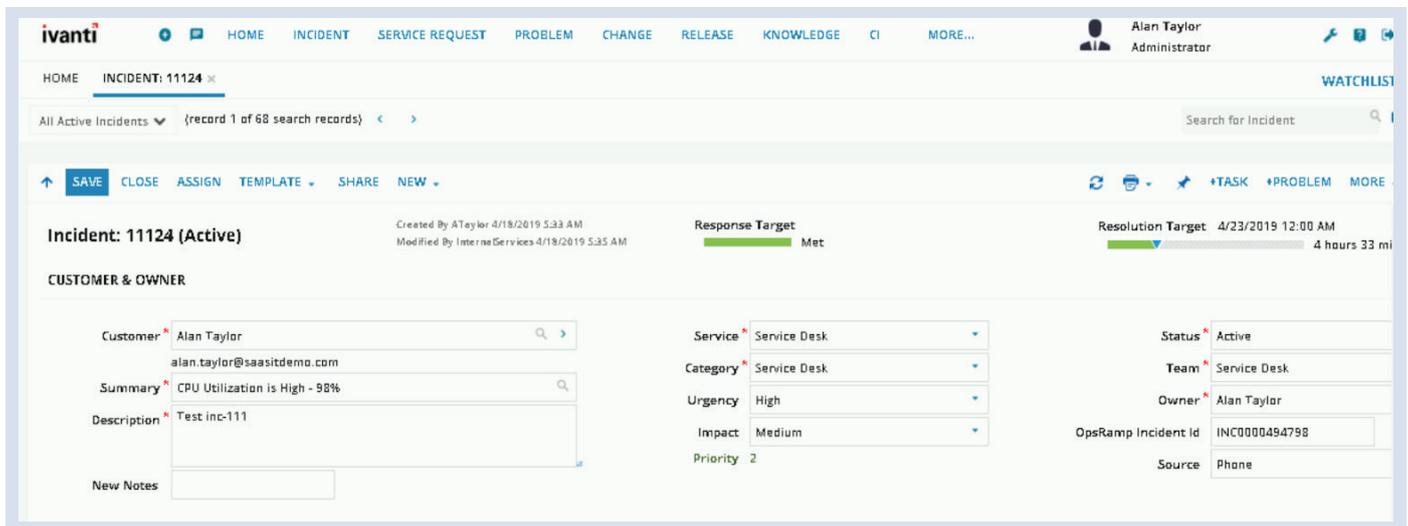
Figure 1 - OpsRamp's integration for Ivanti Service Manager helps automates the entire incident workflow.

OpsRamp
a Hewlett Packard Enterprise company

Disruptions are no match for OpsRamp + Ivanti

OpsRamp's integration with Ivanti Service Manager provides comprehensive visibility and control for the entire incident lifecycle so that IT teams can drive better impact analysis and ensure a faster recovery. OpsRamp's service-centric AIOps solution helps enterprises repair services faster with the elimination of alert noise, automated root cause(s) analysis, and agile incident response.

Enterprises can address incidents faster than ever, powered by artificial intelligence and machine learning insights for:

- **Ingestion.** OpsRamp's event management engine, OpsQ, consumes and analyzes events from both its native monitoring engine as well as third-party hybrid monitoring tools.

- **Analysis.** Machine learning algorithms process a large volume of events and alerts to identify likely root cause alerts for IT incidents and outages.

- **Inferences.** The OpsQ event management engine then groups multiple events into actionable inferences for clear operational visibility and rapid troubleshooting.

- **Incidents.** OpsRamp's escalation management converts inferences into automated service incident tickets in Ivanti for better incident prioritization and response.

Together, Ivanti Service Manager and OpsRamp improve:

- **Incident Detection.** Discover and analyze patterns across large operational datasets for faster mean time to resolution (MTRR) during disruptions.

- **Intelligent Alerting.** Send context-infused alerts to Ivanti Service Manager so that service delivery teams can focus on the critical incidents that matter to the business.

- **Escalation Management.** On-call technicians receive multichannel alert notifications that help them repair service degradations faster with the right business context.

Ready for a more powerful incident detection and response solution? Request a demo of **OpsRamp + Ivanti Service Manager** today at **OpsRamp.com.**

About OpsRamp

OpsRamp enables IT to control the chaos of managing their hybrid IT operations and act like a service provider back to the business.

Built in the cloud, the OpsRamp service-centric AIOps platform drives total visibility across hybrid infrastructures, offers complete multi-cloud infrastructure monitoring and management of business-critical services, and optimizes services through automation and integration with ITSM and DevOps tools.

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