



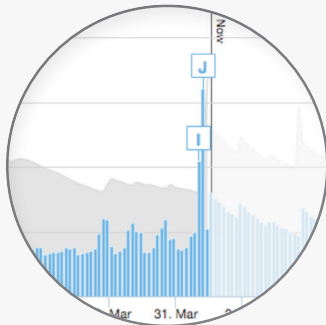
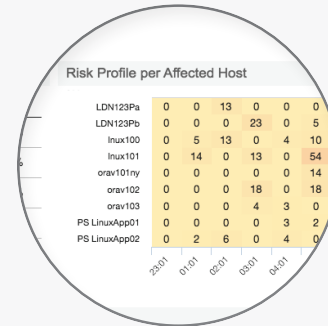
Proactive and Predictive

Transform your ITSM environment with Squirro Service Insights + ServiceNow®

Squirro's Service Insights are delivered directly to your ServiceNow® interface for rapid, accurate decision making, fast deployment of the right teams and resources, and swift problem resolution for the major incidents that impact business.

Operational

- Monitor ALL your ITSM world
- Monitor and alert on any condition on all data
- 360-degree view on of all machine and human data
- Interactive live dashboards
- Capacity planning
- Automation



Trending

- Spot trending issues and anomalies
- Identify issues before they escalate
- Monitor and alert any condition on all data
- Interactive live dashboards

Major Incidents

- Resolve major incidents quickly via suggested solutions
- Similar incidents, change requests etc
- Knowledge based articles and industry blogs
- Client surveys
- Domain experts
- Events & activities

Number	Title
INC0010011	We're having major issue
CHG0030008	Need to update Tibco due
CTASK0010004	Install app update in Prod
PRB0000001	Windows XP SP2 causing
INC0000047	Issue with email
INC0000052	SAP Financial Accou
INC0000015	I can't launch m

Ask us about our new Trend Detection capability and how it can help your team to spot emerging incidents in good time – don't let them escalate into a potential major incident – Squirro will give your team the visibility it needs.

Squirro Service Insights

Equip your team with the right tools to resolve incidents

In addition to core features listed above, Squirro Service Insights allow users to enrich/unify any data type and index it for future ITSM use.



360 View



Trending



Cognitive



Alerting

Enrich by way of contextual intelligence, entity information, duplicates, major incidents, topic detection, risk score, automation, detection framework, change management & knowledge databases. Enhance visibility through app sharing, interactive dashboards and content conversations.



Low running costs

Low cost, the only solution to truly help automate ITSM



Open platform

Open extensible APIs throughout Squirro



Easily scalable

Highly scalable

Built for Real-World Demands

Squirro Insights is already helping some of the world's leading banks, telcos and service-driven businesses to achieve new levels of value, efficiency and service delivery.

Intuitive to Use

- Customizable dashboards for individuals or groups Similar incidents, change requests etc
- Familiar interface via ServiceNow® integration

Fast to Implement

- We'll work with you to get Squirro Service Insights up and running as fast as possible
- Specialist requirements? We can help with that too

Results-Driven

- Reduce your mean-time-to-resolution by up to 30%
- Reduce business-impacting downtime