



## Proactive Incident Management

Cut your MTTR by up to 30% with data-driven insights

The Squirro Service Insights app helps you to rapidly extract the most relevant and valuable insights across your ServiceNow environment. Use the advanced search functionality for fast incident resolution, reduced downtime duration, and in support of your proactive approach to capacity and resource planning.

### Key Features

#### Power Search

Structured and unstructured data sources

#### Anomaly Detection

Alerting on abnormally high incident volume

#### Trend Prediction

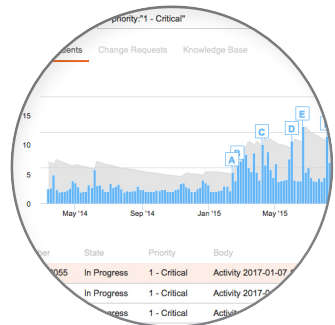
Instant visual seasonality of incidents

#### Recommendation Engine

Ticket-level solution recommendation

#### Incident Overview

Real-time terminology word cloud for incidents



Download Squirro for ServiceNow from the Store today

[http://go.squirro.com/snow\\_app](http://go.squirro.com/snow_app)

## Your current Business Challenge

- **We struggle to quickly gather all relevant data needed for incident resolution.**  
Squirro's Service Insights for ServiceNow facilitates teams with an array of powerful features for ITSM decision-making and in particular, helps them to substantially reduce mean-time-to-resolution.
- **Relationships between past and present problems are difficult to identify – but would be incredibly helpful to resolve problems faster.**  
Squirro automatically draws from and supports best use of your knowledge base data, similar ticket clustering, and most likely solution recommendations. This enables agents to act with newly realized efficiency.
- **How can we move beyond constant 'fire-fighting', to be more proactive?**  
Squirro helps operation supervisors make use of trend information from the unstructured content in their systems to easily implement and maintain a proactive approach to managing the environment.

## Significantly reduce your MTTR by proactively managing your ITSM incidents

See how Squirro has helped the world's leading banks, telcos and other large enterprises to remain competitive through data-driven insights.

Visit: [www.squirro.com/library](http://www.squirro.com/library) or download Squirro Service Insights from the ServiceNow AppStore today here [http://go.squirro.com/snow\\_app](http://go.squirro.com/snow_app)



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