

Accelerate MTTR with Kentik Network Intelligence in the ServiceNow AI Platform

Modern IT environments are dynamic, complex, and mission-critical. As infrastructure scales and AI-driven operations become the norm, IT operations teams are under pressure to move faster, reduce MTTR, and deliver flawless digital experiences. Yet network issues often remain difficult to diagnose and resolve, especially for teams without deep networking expertise.

Kentik and ServiceNow have partnered to solve this challenge by embedding real-time network intelligence directly into the ServiceNow AI Platform. This agentic integration empowers ServiceNow IT Operations Management (ITOM) users to quickly answer the question that always comes up – “is it the network?” – and delivers the context they need to understand and resolve issues fast, all without ever leaving the ServiceNow interface.

Additionally, customers can receive proactive alerts and notifications from Kentik directly into ServiceNow, allowing for early detection of potential issues. This dual capability – real-time alerting and natural language exploration – equips IT teams to both anticipate problems and investigate them quickly when they arise.



Joint Customer Value

Resolve network issues faster

- ✓ Eliminate context switching by surfacing real-time network data directly in ServiceNow AI workflows.
- ✓ Reduce MTTR with instant answers to complex network questions using natural language.
- ✓ Improve customer experience by proactively identifying and addressing network issues before they escalate.
- ✓ Respond faster with proactive Kentik alerts and notifications sent directly to ServiceNow.

Democratize network intelligence

- ✓ Empower a broader range of IT and infrastructure team members to troubleshoot network problems without relying solely on network specialists.
- ✓ Free up seasoned network engineers to focus on advanced network optimization instead of routine escalations.
- ✓ Reduce organizational silos by giving every operator access to network-layer visibility.

Drive business impact

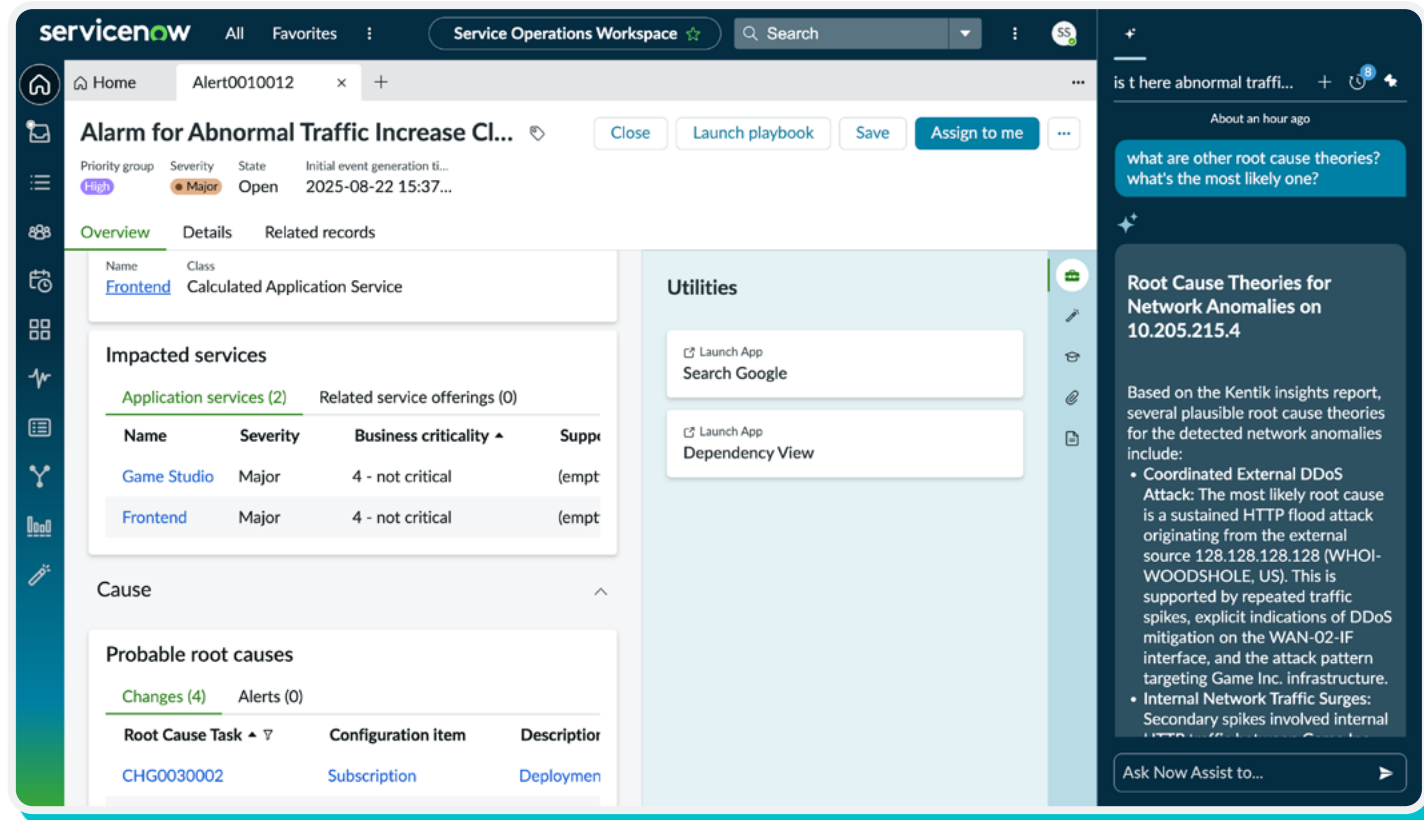
- ✓ Strengthen your security posture by using network intelligence to identify vulnerabilities and anomalies.
- ✓ Uncover cost savings, strengthen security posture, and boost application performance with a holistic view of network health and activity.

Why Kentik + ServiceNow?

With Kentik's agentic integration, ServiceNow ITOM users can access deep, real-time network telemetry using natural language prompts inside the ServiceNow AI Platform. This makes it possible for IT operations teams to self-serve network insights even without specialized network knowledge.

By embedding Kentik's network intelligence capabilities directly into ServiceNow's AI workflows, organizations eliminate the need for complex tooling and reduce their reliance on specialized network teams.

The result is faster resolution times, greater operational agility, and smarter, data-driven decision-making across the IT landscape.



Request a demo

Schedule a one-on-one demo today by visiting kentik.com/get-demo.

Kentik is the network intelligence platform for modern infrastructure teams. Unlike traditional monitoring and observability tools, we demystify complex network operations, enabling organizations to deliver applications and innovation at scale.