

 servicenow

# Simplify Operations with Prisma SD-WAN and ServiceNow

## Benefits of the Integration

Together, the industry's first [Next-Generation SD-WAN](#) solution and one of the top cloud-based SaaS providers in the market enable organizations to modernize their IT operations and fully automate their incident management to a digital IT workflow. This turnkey integration allows customers to:

- Identify and assign the incidents to the right team for immediate attention and resolution
- Export granular details of the incidents, including criticality, impacted entity, category, and correlated events
- Enable timely notifications using various mediums, including email and texts
- Update the status of resolved and suppressed incidents automatically for customer and employee transparency

## The Challenge

Businesses need to maintain network uptime to provide reliable and secure connectivity anywhere while also delivering high performance for business continuity to win customer confidence. This means reducing all network issues while ensuring they are identified without delay and resolved in a timely manner. Traditional WAN architecture makes it difficult to identify, troubleshoot, and resolve issues due to the manual operations that add to the complexity, cost, and valuable IT staff hours. In addition, they lack support for an IT operations workflow to manage and track these issues proactively. As a result, organizations have to comb through a massive volume of data that includes events, alarms, and notifications, making it an extremely time-consuming process. In most cases, they are unaware of a business-impacting outage until it occurs due to the lack of an automated solution that identifies these issues and enables their network administrators to receive timely notifications across diverse platforms. Above all, maintaining customer confidence becomes a challenge when they fail to resolve issues in accordance with service level agreements (SLAs) in place, resulting in serious business disruptions.

## ServiceNow: Platform as a Service for IT Management

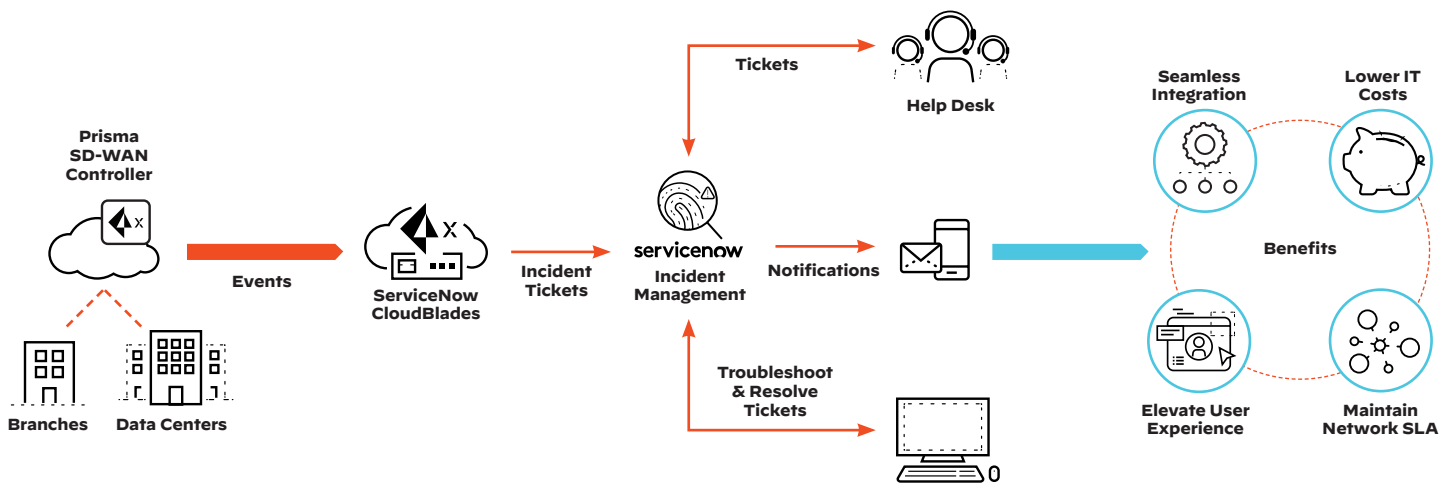
ServiceNow is an industry leader, providing technical management support (such as IT service management) as a platform to simplify key operations like help desk functionality. It delivers resilient services that increase productivity and create amazing experiences with the most innovative [ITSM](#) solution.

## Prisma SD-WAN: The Industry's First Next-Generation SD-WAN

Palo Alto Networks [Prisma SD-WAN](#) is the industry's first Next-Generation SD-WAN solution that is autonomous, application-defined, and cloud-delivered. Organizations can eliminate up to 99% of support tickets using machine learning (ML), while artificial intelligence operations (AIOps) driven event handling simplifies troubleshooting efforts with its autonomous solution. Prisma® SD-WAN takes an application-defined approach to provide complete end-to-end visibility into performance and remediation to provide application resiliency. With Prisma SD-WAN, businesses can now enable cloud-delivered infrastructure for the network, security, operations, and multicloud by seamlessly deploying third-party entities at speed and scale without added resources.

## Prisma SD-WAN and ServiceNow: A Fully Automated Approach to Reduce Operational Complexity

Palo Alto Networks Prisma SD-WAN is now expanding its unique CloudBlades API-based architecture to ServiceNow with our ServiceNow Integration. CloudBlades tightly integrates with ServiceNow's digital IT workflow. CloudBlades™ takes advantage of the network events proactively identified by Prisma SD-WAN per branch and application and automatically translates the events into ServiceNow



**Figure 1:** Prisma SD-WAN and ServiceNow CloudBlades integration

tickets. In addition, the granular details of the issues, such as criticality, impacted entity, category, and correlated or suppressed events, are exported to the ServiceNow platform and assigned to the right IT team. Network administrators now receive timely notifications using various mediums, including email and texts, through ServiceNow that significantly improve incident response time. They even have the flexibility of managing incident impact, subscribing to selective events, and fine-tuning using custom filters to avoid information overload, allowing them to prioritize their deliverables.

Prisma SD-WAN AIOps and machine learning further automate this process by analyzing massive data lakes to correlate events and update consolidated reports to ServiceNow tickets instantaneously. For example, a single flapping event that generates a high volume of alarms at frequent intervals can be summarized into one using event correlation to suppress the redundant tickets created on ServiceNow, saving time and IT staff hours.

### Use Case 1: Manufacturing Industry Meets Business SLAs to Deliver an Improved User Experience

#### Challenge

A global manufacturing organization with a distributed infrastructure began its digital transformation to deliver better performance and significantly improve the user experience impacted by its current legacy architecture. They experienced frequent outages that were difficult to troubleshoot, resulting in a high volume of support tickets that limited their ability to adopt newer technologies. Though these network failures had similar symptoms, the lack of granular visibility, sporadic notifications, and a manual IT workflow caused longer resolution cycles impacting SLAs with customers and other vendors.

#### Solution

The infrastructure team needed a robust solution that simplifies their traditional architecture with a cloud-delivered branch that provides complete end-to-end network visibility and integrates seamlessly with an IT operations platform. After a rigorous proof-of-concept trial, Prisma SD-WAN implemented granular insight into networks and applications with its application-defined approach. The cloud-delivered model further simplified deployment and integration with third-party branch services, such as ServiceNow, for their IT management solutions. With ServiceNow CloudBlades, they could automatically update ServiceNow with network issues while categorizing them on criticality, assigning them to the right team, reducing resolution time by 50%, and maintaining network SLA to achieve business agility. In addition, they took advantage of the Prisma SD-WAN AIOps capability to correlate and consolidate similar events to reduce operational overhead directly on the ServiceNow platform.

### Use Case 2: Financial Services Reduce Operational Complexity with Seamless Integration

#### Challenge

A financial services organization with a dedicated IT staff for managing different network edges faced significant operational overlap due to the lack of clearly defined support tickets. Having implemented one of the industry's best ITSM solutions—ServiceNow—to manage support tickets, they could modernize their operations with a digital workflow. Yet, their current legacy architecture lacked integration to ServiceNow to enable the automatic update to IT operations.

#### Solution

After validating several solutions, the company's IT infrastructure team selected Prisma SD-WAN due to its unique

CloudBlades platform that allowed seamless integration to ServiceNow. With a fully automated approach, they could track their support tickets and assign them to the right team for immediate ownership and resolution. To minimize business impact and improve user experience, they needed zero disruption caused by any updates to their branches or ServiceNow instances. In addition, the CloudBlades platform is not tied to the controller and vION software releases. The ServiceNow integration allows admins to commit updates without forcing a planned outage in the branch or the cloud, thereby ensuring consistent and continued connectivity to the cloud.

## About ServiceNow

ServiceNow, a global IT management solutions leader, delivers digital workflows that create great experiences and unlock productivity for the workforce anywhere. Our mission is to transform your business with workflows that optimize productivity and resilience, create connected and engaging experiences for employees and build connected cross-enterprise workflow apps fast. For more information, visit [www.servicenow.com](http://www.servicenow.com).

## About Palo Alto Networks

Palo Alto Networks, the global cybersecurity leader, is shaping the cloud-centric future with technology that is transforming the way people and organizations operate. Our mission is to be the cybersecurity partner of choice, protecting our digital way of life. For more information, visit [www.paloaltonetworks.com](http://www.paloaltonetworks.com).



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