EASYVISTA™

YOU MAKE IT HAPPEN, WE MAKE IT EASY

EV Observe

INCREASE SERVICE AVAILABILITY – Real-time monitoring and alerts of supervised assets enabling a proactive approach to keep your business services up and running.

REDUCE YOUR INCIDENT RESOLUTION TIME – Dependency mapping, root cause analysis, and interactive dashboards accelerate incident resolution.

DECREASE ON-CALL COSTS – Avoid service downtime by fixing issues before they occur with our future-ready AIOps technology .

TRANSPARENT AND EFFICIENT COMMUNICATION – Market your IT Business and service performance metrics with an embeddable IT Health Status widget.

EasyVista delivers an end-to-end service experience platform that makes it easy for organizations to embrace a proactive and predictive approach to service support, delivery, and observability, including collaborative self-help, self-healing, and comprehensive performance and availability insights.

This enables teams to focus on value delivery and innovation that drives business outcomes, resulting in higher employee and customer engagement, increased productivity, and better resiliency.

INCREASE SERVICE SUPPORT EFFICIENCY AND BUSINESS SATISFACTION BY PREDICTING AND AVOIDING DOWNTIME

EV Observe is a monitoring platform for network, IoT, IT infrastructure, cloud, and application monitoring. EV Observe features a unique “IT Weather” report that gives insights into an organization’s overall IT health. The EV Observe AI technology provides predictive monitoring and performance analysis to support business outcomes.

As part of the EasyVista product portfolio, the solution provides a proactive and predictive, end-to-end digital service management experience. This will result in a reduction in system unavailability and a boost in productivity for users, which directly impacts the business’ value streams. Additionally, the EasyVista platform will provide a 360° view of the entire service chain from IT network, infrastructure, applications, and endpoints to how each element is used, thereby taking self-healing capabilities to the next level with predictive incident management.

EASYVISTA™

THE FUTURE-READY MONITORING TECHNOLOGY TO TAKE YOUR ITSM TO THE NEXT LEVEL

The combination of the EV Observe monitoring with the Service Manager ITSM platform takes your service continuity and support objectives to the next level. Incidents and problems are automatically created thanks to advanced alert correlation and algorithm technologies that ease the investigation work for your experts and engineers.

Going a step further, root cause identification is simplified and simply more efficient with EV Observe's Big Data and AIOps technologies.

EMBRACE A PROACTIVE AND PREDICTIVE APPROACH

ENABLING 360° SERVICEVIEW MONITORING

Deploy and monitor your IT infrastructure, network, IoT, cloud and applications at lightning speed with ready-to-use monitoring templates. Keep your supervised assets up-to-date and monitor your infrastructure with no wasted time and no blind spots. Configure dynamic thresholds based on recommendations and reduce false positives by 30%. Never miss any alerts with multi- channel notifications and dashboards.

CREATE A MEMORABLE SERVICE EXPERIENCE WITH FUTURE-READY

AIOPS AND BIG DATA TECHNOLOGIES

Reduce on-call costs and ensure service availability by leveraging the power of Big Data and AIOps technologies. By identifying weak signals and their occurrences, it has never been easier to predict an incident in the next 15 hours. This makes it easier to carry out the maintenance operations required to ensure service continuity.

BUSINESS OBSERVAVILITY MADE EASY

SERVICE MAPPING AND IT HEALTH STATUS

EV Observe provides a 360° view of business services and the dependencies between components in the service production chain. Thanks to the monitoring of business indicators, activity peaks, seasonality of use and the intelligent mapping of dependencies of a complex system, you can identify the root cause of a service failure or downtime even more quickly and accurately.