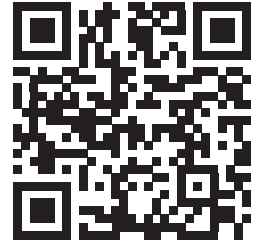


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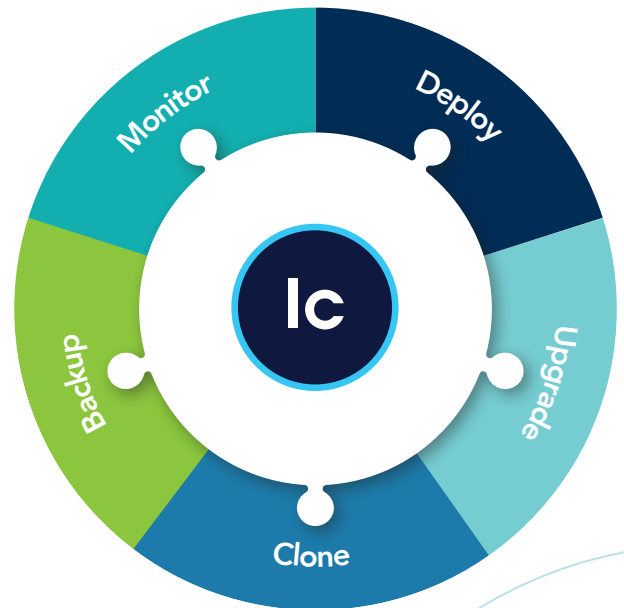
# Instance Controller

Enjoy the automations of cloud in your ServiceNow self-hosted instances.

...are you facing following issues?

On premise instances:

- Lack or minimized overview of the environment health.
- No history of the environment health.
- Lack of data to investigate slowness or downtime issues.
- Too many manual work with maintenance of the instances.
- You are missing automations in instance management which are normally available on ServiceNow HI for cloud instances.
- Restore of data is possible only as full DB restore.
- Wasting money on backup storage.



## Monitoring

Complete set of instance health state in one dashboard. Charts and trends available for detail analysis. ServiceNow network topology and connectivity monitoring

- Application node to DNS
- LB to Application node
- Node to DB instance
- End user connectivity check

## Proactive monitoring of all components related to whole ServiceNow instance infrastructure

- ServiceNow related infra monitoring
- HW/VM Server overall status
- Data storage/capacity
- Database environment, ServiceNow instance schema
- Infra utilization

### Orchestration

Handles instance versions, new instance deployment

- Automated instance cloning
- Automated instance deployment
- Automated decommission
- Fully automated version upgrades
- Pre-upgrade continual system check (known as pre-flight check)
- Automated roll-back when anything fails upon request
- Safety ad-hoc backups (for potential fast rollbacks)
- Synthetic and Infrastructure user provisioning
- Password reset on target instances

# Instance Controller



### Reconciliation Engine

- Executing rules on data grabbed by Monitor Engine
- Detection of anomaly
- Identification of inappropriate state of instance building blocks
- Automated recovery procedures

### Backup

- Weekly full DB backups
- Daily incremental backups
- Maintenance backups (before any significant change or planned upgrade)
- Ad-hoc backups

CPU load / amount of connections

