

— CASE IN POINT | **SERVICENOW**

# Reclaiming Visibility & Uptime with ServiceNow

RapDev helped a UK-based Global Retailer implement a scalable observability strategy across business-critical systems, leading to an **85% reduction in critical warehouse application incidents** and a **decrease in tool sprawl** within six months.

## Enhancing service health through intelligent telemetry and consolidated visibility

Challenge & Technical Solution	Business Impact
Restored CMDB trust through <b>agent-based, rules-driven discovery</b>	<b>4.3K+</b> servers now <b>auto-discovered and monitored</b>
Simplified operations by <b>consolidating fragmented observability</b> tools	<b>85%</b> <b>drop in warehouse app-related incidents</b>
Closed monitoring gaps by <b>expanding visibility into non-prod environments</b>	<b>193K+</b> logs parsed per day, with <b>only 16 issues flagged on average</b> per month
Boosted signal-to-noise ratio using <b>AI-powered event correlation</b>	<b>42%</b> of alerts <b>auto-correlated and suppressed</b>

“ There were days when no one trusted the CMDB, and alerts were just noise. That’s changed. **With RapDev and ServiceNow, we’ve built something that actually supports how the business runs.**”

– ServiceNow Platform Owner, Global Apparel Retailer

