

— CASE IN POINT | **SERVICENOW + GLOBAL ECOMMERCE RETAILER**

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

“ 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

