

TURBONOMIC SERVICENOW CLOUD MANAGEMENT

Assure Application Performance in Your ServiceNow Cloud

PERFORMANCE CHALLENGES IN PRIVATE CLOUDS

ServiceNow Cloud Management allows IT teams to provision public and private cloud infrastructure and services fast, while providing consistent management and cost visibility of those resources. IT teams can choose from Amazon Cloud, Microsoft Azure and VMware vSphere, as well as extend to other public and private cloud vendors—making it easy to manage and control your cloud management system.

As IT Operators leverage ServiceNow in their private and hybrid cloud environments across the enterprise they are also introducing a new type of performance risk. The resource demands of application workloads shift dynamically across compute, storage and network resources. With a private cloud the dynamic nature of the environment increases further as user request and deploy workloads on-demand.

Keeping up with this complexity has made it impossible for IT Operators to drive and continuously maintain their data center in a desired state: where application performance is guaranteed while the underlying infrastructure is utilized as efficiently as possible.

ASSURING APPLICATION PERFORMANCE

Turbonomic's autonomic platform enables IT Operators to assure the performance of any applications as they transition to and scale on a ServiceNow managed private or hybrid cloud. During the deployment of a new workload, Turbonomic provides ServiceNow with the best decision of where the workload should reside.

TURBONOMIC AND SERVICENOW VIRTUAL MACHINE DEPLOYMENT

Turbonomic makes real-time placement, sizing and provisioning decisions to assure application performance. It sets up communication between your ServiceNow deployment and one or more instances of Turbonomic Operations Manager. Your ServiceNow management system discovers entities in your environment such as datacenters, clusters and VM templates. Turbonomic discovers the same entities, as well as all the VMs in the datacenters, and manages VMs in the context of the full datacenter, taking into account:

- Infrastructure Supply: Physical hosts, storage (datastores, disk arrays, storage controllers), fabrics, virtual datacenters, and networks that provide resources to the VMs
- Application that are hosted by the VMs and their continuous resource demand changes

Turbonomic analyzes real-time application workload demand and matches it to infrastructure compute, storage and network resources. When it's time to deploy more VMs in your ServiceNow environment, Turbonomic calculates the best placement for those VMs, and then deploys the VMs to those locations. Or if you want to set up a deployment for a later date, Turbonomic calculates the best placement, and then reserves the necessary resources to support that placement. While the reservation is active, Turbonomic continually calculates the best placement for these reserved VMs, and moves them as necessary. Then, when it's time to deploy, Turbonomic will deploy the actual VMs to the calculated locations.

With Turbonomic controlling your ServiceNow environment you'll get the best initial and ongoing placement for new VMs enabling you to guarantee application performance while making the best use of the entire environment.

KEY BENEFITS

- Assure application performance across private and hybrid cloud environment
- Accelerate delivery of private cloud initiatives
- Improve management of larger, more complex environments
- Intelligent and fully automatable initial and ongoing placement decisions
- Optimize resource allocation reducing HW/SW spend without degrading performance
- Take any business or technical constraint into account

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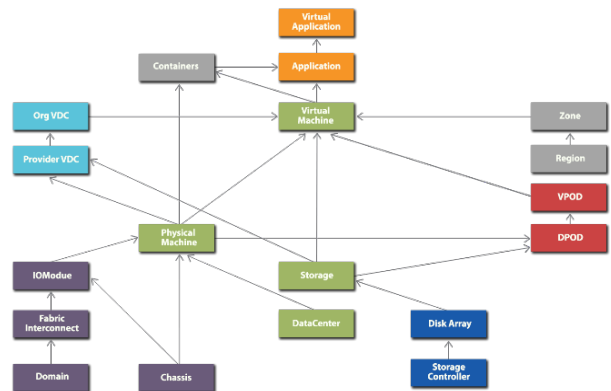
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TURBONOMIC SOLUTION

With Turbonomic and ServiceNow Cloud Management, IT Operators can easily deploy workloads while improving data center performance and scalability with Turbonomic.

- As users deploy additional workloads, Turbonomic continuously evaluates workload demand in the context of the entire virtual environment and makes the proper decisions to assure workload performance while maximizing utilization.
- Turbonomic APIs feed intelligent placement decisions into the ServiceNow workflow to assure new workloads are placed in the optimal data center, cluster, host, datastore, etc.
- Turbonomic assures sufficient capacity is reserved for future workloads while maintaining the environment in its desired state.
- Works in harmony with existing operational policies (e.g. affinity, anti-affinity, HA, etc.) and provides the ability to define new ones incorporating any business or regulatory constraint
- Integrates with IT process orchestration (e.g. Microsoft System Center) and change management systems to facilitate the automation of resource allocation decisions, where IT operations teams are required to approve and schedule changes.

Even after the workload has been deployed, Turbonomic continues to assess performance requirements and makes the right decisions through planning, to onboarding, to controlling the environment in the most desired state at all times. In addition, Turbonomic's intelligent reservation system enables users to reserve capacity for future workloads continuously calculating whether the environment can still support future workloads – and makes real-time resource management decisions to maximize utilization of the environment.



To learn more on how to set up ServiceNow and Turbonomic in your environment visit our Green Circle Community:

greencircle.Turbonomic.com/docs/DOC-3265



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