

Why ServiceNow customers choose New Relic

Intelligent Observability harnesses the power of AI for your business growth

As a ServiceNow customer, integrating New Relic into your workflow is transformative. New Relic enhances your ServiceNow experience by utilizing AI-powered agent-to-agent integrations, ensuring observability insights are surfaced when and where operators need them to enhance efficiency, customer satisfaction, and business gains.

The New Relic Intelligent Observability Platform empowers you to eliminate blind spots at every layer of your technology stack and see the connections between entities—from your customer experience, to your application code, to your cloud infrastructure.

According to [Gartner](#), [IDC](#), and other analysts, New Relic is a leader and innovator in observability. Our over 16K customers worldwide use our platform to innovate faster and maintain their competitive edge.

ServiceNow and New Relic: the winning partnership

For years, ServiceNow and New Relic have worked together to create a unified DevOps experience where observability data, through integrated AI and automation, informs IT service management workflows for greater efficiency, reduced errors, faster incident resolution, and improved business uptime.

ServiceNow and New Relic share a customer-driven mission to build more perfect software, deliver flawless user experiences, and achieve digital success by improving visibility, automation, and intelligent analytics. Together, we provide a [System of Intelligence](#) that brings observability insights into the tools, teams, and data critical to digital success.

With New Relic, ServiceNow customers can:

- › Integrate observability insights into customer support workstreams.
- › Rapidly resolve tickets using smart alerts and prioritization.
- › Automate analyses to understand business impact from system changes.

Validated by Experts

“By integrating observability data from multiple APM and observability vendors, including New Relic... operators can focus on high-impact incidents, make informed decisions, and drive exceptional customer experiences at scale.”

Brian Emerson

ServiceNow GVP and GM of ITOM and Cloud Observability

First-to-market Agentic Integration

Building on its open-agent ecosystem, New Relic offers a powerful agentic AI integration with Now Assist that goes beyond simple API data pulls to provide AIOps and ITOps organizations deep, mission-critical insights and intelligent recommendations to the tools and platforms where ServiceNow ITOM customers already work. Enterprises embracing New Relic and ServiceNow event management can automate enterprise workflows, maximize business uptime, and minimize revenue loss with AI agents that triage alerts, assess business and technical impact, investigate root causes, and recommend or execute remediation steps.

IT teams can query using natural language, such as asking ‘Show all critical errors in the last 24 hours’, and receive alert intelligent reports with impact analysis and probable cause theories directly within ServiceNow workflows.

Best-in-class agentic AI brings Intelligent Observability right into Now Assist, resulting in:

- Smarter decisions: provides integrated, actionable insights from all IT and business data.
- Improved efficiency: Automates complex tasks and processes.
- Intelligent collaboration: Consolidates and prioritizes teams, tools, and interfaces.

Solving the digital challenges for ServiceNow customers

New Relic is dedicated to solving the biggest challenges our customers face in the digital landscape. Our Intelligent Observability Platform delivers:

- AI-powered insights: real-time actionable answers to issues across all your systems. So you can focus on what matters most.
- Full-stack visibility: 50+ capabilities in a single, unified experience that eliminates silos across data, tools, and teams.
- Unlimited scalability: Ingest unlimited data from all telemetry sources to eliminate blind spots and solve problems faster.
- Largest open-source ecosystem support: by leading in open-source observability, the platform delivers exceptional flexibility to avoid vendor lock-in.
- Tangible ROI: Lower per-GB and true consumption-based pricing offers 3x the value over traditional host-based pricing. Pay for usage, with no surprise fees.
- 780+ quickstart integrations: Pre-built observability resources get you started instantly, no matter what tools you use.

“Any observability platform that leverages agentic AI to stitch together critical enterprise systems and enables autonomous problem-solving will unlock the ability for applications to self-heal; the upside for businesses is enormous.”

Stephen Elliot
IDC Group Vice President

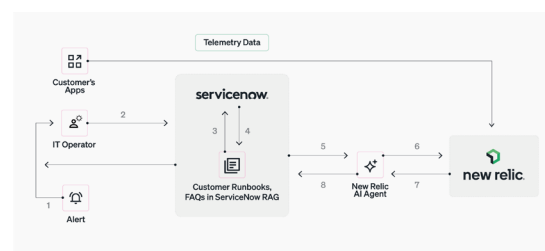


Fig 1. ServiceNow with New Relic Agentic Integration

