NetMRI Incident Integration

Infoblox NetMRI provides a myriad of capabilities that include continuous network discovery, device configuration validation, security compliance, and job automation. Each of these can create configurable notifications to communicate their status, outcomes, or issues. While the creation of these notifications is good, they only provide true business value once they are acted upon. Being able to efficiently route these notifications to the IT incident management system ensures that they can be acted upon in a consistent manner that leverages your existing incident management processes.

Business Problem:

> Communication challenges between the groups that manage the network and the group responsible for responding to operational issues
> Disconnects between the systems that generate notifications and the systems that operational personnel utilize for workflow management
> Desire to link notifications with the CMDB objects that they pertain to but difficulty in achieving this quickly and easily
> Complex swivel chair workflows
> Reduced customer satisfaction as a result of slow response time

Solution Approach:

Leverage a 3rd party expert consultant to implement the direct integration between NetMRI and your incident management platform.

EmpoweredIntegrate™ – Empowered’s NetMRI Incident Integration Solution provides an API based insertion of NetMRI generated notifications into your enterprise incident management system.

Solution Description:

EmpoweredIntegrate™ – Empowered’s NetMRI Incident Integration solution is a packaged service that allows you to seamlessly integrate notifications created in NetMRI with your incident management platform.

The NetMRI Incident Adapter allows organizations to:

> Utilize direct API based injection of NetMRI generated notifications into the enterprise ITSM environment rather than less desirable generic SNMP or email workarounds
> Automatically link notifications from NetMRI with their associated CMDB CI’s
Create custom or preconfigured NetMRI issues as incidents directly in the incident management system
Leverages the existing incident ITSM managed workflows and ecosystem
Synchronize the relevant issues for the business using a configurable list within NetMRI
Update/change the relevant issues at any time with minimal configuration-based effort

Business Outcomes:

> Improved communication between groups responsible for managing the network and responding to operational issues
> Improved customer satisfaction due to reduced incident response time
> Elimination of swivel chair operations via workflow automation
> Improved consistency for incident management workflows

About Empowered

Empowered Networks optimizes core networking, security and compliance for many of the world’s largest companies. Our dedicated team makes applications, networks and services more agile, more visible, and more dependable. For 20 years, we’ve been driving positive business outcomes that translate directly to the bottom line.