

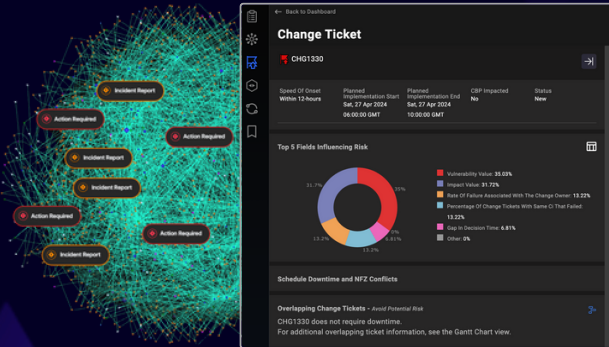
Beyond ServiceNow's NOWAssist: Cross-Tool IT Intelligence for Modern Enterprises with Accrete's Nebula ITSI for AIOps



For IT Service
Intelligence

Why Nebula ITSI Wins

Nebula ITSI transforms fragmented ITSM data into a unified, intelligent ecosystem.



Data Fabric Architecture:

Unifies incidents, problems, changes, and knowledge across tools via a graph-based data model.



Autonomous AI Agents:

Automate triage, ticket bundling, and RCA – not just summarize existing data.



Predictive Risk Analytics:

Scores 40+ operational risk factors to forecast outages and service degradation before they occur.



Vendor-Agnostic Deployment:

Integrates natively with ServiceNow, Snowflake, Jira, Splunk, and custom APIs – with flexible deployment (Snowflake Native App, AWS, or on-prem).

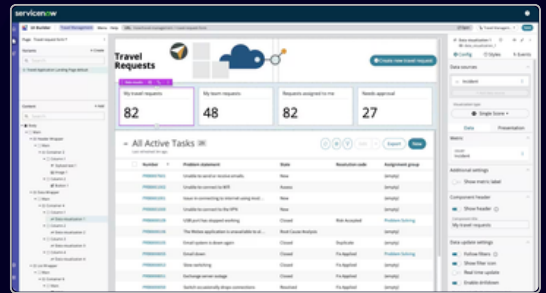


Enterprise-Scale Intelligence:

Surfaces cross-tool correlations and downstream service impacts invisible to traditional ITSM tools.

Limitations of NOWAssist

ServiceNow's NOW Assist is powerful – but only within the walls of its own ecosystem.



Ecosystem Lock-In:

Native to ServiceNow, with limited interoperability across other ITSM and observability tools (e.g., Jira, BMC, Splunk, Datadog).



Narrow AI Capabilities:

Relies primarily on LLM-based summarization and classification – not causal or cross-context reasoning.



Siloed Visibility:

Insights stop at the boundaries of the ServiceNow CMDB, leaving blind spots across hybrid and multi-cloud environments.



Static Context:

Cannot correlate recurring faults or surface historical root-cause patterns beyond single-ticket data.



Proof Points

Deployed at Fortune 100 enterprises across manufacturing, finance, and healthcare.

\$40K+

Labor savings per site through automated ticket bundling and triage

40%

Reduction in Mean Time to Resolution (MTTR) via early-warning risk alerts.

67%

Faster change planning driven by predictive impact analysis.

89%

Accuracy in identifying high-risk changes before rollout.

Case studies include a global CPG reducing incident volume by **32%** and a top-10 bank cutting downtime risk by **45%** — both achieved without replacing ServiceNow.



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