

Optimize cloud spend and usage with ServiceNow® Cloud Insights

The IT challenge

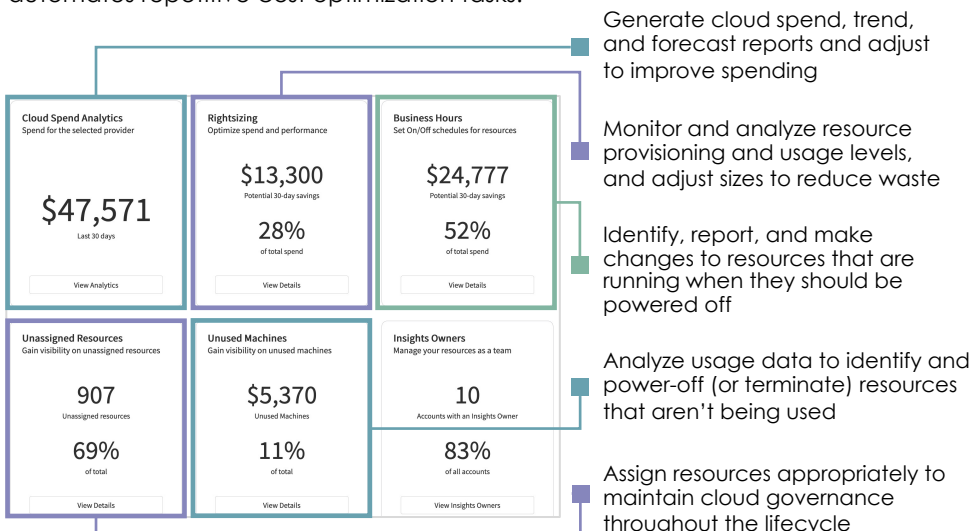
Today, cloud services are rapidly becoming the foundation for digital operations, replacing static on-premises infrastructure with dynamic, scalable computing power. However, while this on-demand computing model has dramatically accelerated digital innovation, this unprecedented speed comes with a heavy price. Unless IT teams manage this agility, cloud costs spiral upward. In fact, IDC estimates that 20% to 30% of total enterprise cloud spend is wasted due to lack of visibility and control.

Why? Because it's difficult to tie cloud costs back to delivered business value using manual processes. While cloud vendor billing reports, discovery tools, and other sources provide rich cloud cost and usage information, manually correlating and analyzing this data isn't feasible. There's just too much data and it's changing too fast. Cloud budgets become black holes, with no way of knowing how cloud spend supports specific business services, applications, projects, and other business initiatives.

There's another problem. Even if you could understand cloud costs and usage, how do you optimize cloud spend? Again, there are just too many moving parts to keep up. How do you identify rightsizing opportunities, let alone get approval to make changes? Or turn off cloud resources when they're not needed—for instance, outside of normal working hours? Imagine trying to manually keep track of rapidly changing cloud resources and turn them off and on every day. It's an almost insurmountable challenge.

The ServiceNow solution

ServiceNow Cloud Insights gives you visibility and control of your cloud usage and costs. It uses the power of the Now Platform® to discover all of your cloud resources, breaks down cloud spend by cost center, business service, and other entity, provides recommendations on how to reduce cloud spend, and automates repetitive cost optimization tasks.



Did you know?

Companies are typically ~23% over budget on cloud spend

-Wall Street Journal

Benefits of Cloud Insights

Optimize cloud costs and usage

Get complete visibility of your cloud spend and usage, broken down by services, applications, cost centers, and other entities.

Identify cost optimizations targets

Pinpoint areas of high spend and stranded cloud assets.

Rightsize cloud resources

Get automated recommendations on how to reduce cloud costs by correctly dimensioning cloud resources to match usage.

Turn off resources when not in use

Identify cloud resources that aren't used outside normal working hours and automatically turn them off and on.

Automate optimization approvals

Integrate cloud optimization tasks into your existing change management processes.

Track and manage hybrid cloud spending in one place

Automatically identify who is using your cloud resources

With Cloud Insights, you can automatically determine who is using cloud resources. Flexible, configurable policies classify cloud resources based on tags and other attributes, assigning each resource to specific owners, cost centers, business services, applications, and other entities. If you use ServiceNow® Discovery, Cloud Insights leverages this data to classify cloud resources. And if you don't currently use Discovery, Cloud Insights can still leverage billing reports and similar sources for classification.

Understand and optimize cloud spend

Cloud Insights combines cloud billing data with resource ownership information, giving you an accurate, detailed view of your cloud spend. With ServiceNow dashboards and reporting, you can easily visualize this cost information, creating aggregate views across your entire organization, as well as fine-grained analyses that let you pinpoint cost optimization targets.

Reduce costs by rightsizing your cloud infrastructure

Because Cloud Insights analyzes resource usage, it can identify excess resource capacity—for example, if a virtual server is too large. It then produces rightsizing recommendations and automatically sends a change request to the resource owner for approval.

Save money by not running cloud resources 24x7

If a department is only open 12 hours a day, there's no point in providing cloud resources for the other 12 hours. Cloud Insights lets you define policies that determine when resources need to be turned off. It even estimates potential savings and tracks actual spend. When Cloud Insights identifies that a cloud resource needs to be on a schedule, it sends a change request to the resource owner. Once the request is approved, Cloud Insights then turns the resources off and on automatically at the appropriate times, eliminating unsustainable manual effort.

Proactively monitor cloud spend by creating budgets

Many organizations that run cloud operations lack budgets, and what budgets they do have aren't very flexible. For many, much of what they call budgets are really alerts that occur when you cross a budget threshold. But what if you cross your yearly budget threshold in August and have more than a quarter of the year to go? This usually results in another more painful type of budgeting—which would be reducing budgets in other areas of the organization.

Static thresholds and only being able to see consumption are often the norm, but that doesn't mean we can't do better. Cloud Insights Budgeting allows customers to create more in-depth budgets to help them better monitor usage trends, forecast spend, and stay on track throughout the year. This capability also helps organizations set and track budgets for different cloud providers, such as AWS and Azure, as well as set a precedence for each provider.



Up to 40% of cloud spend can go to waste when no process controls are in place.

– Wall Street Journal

