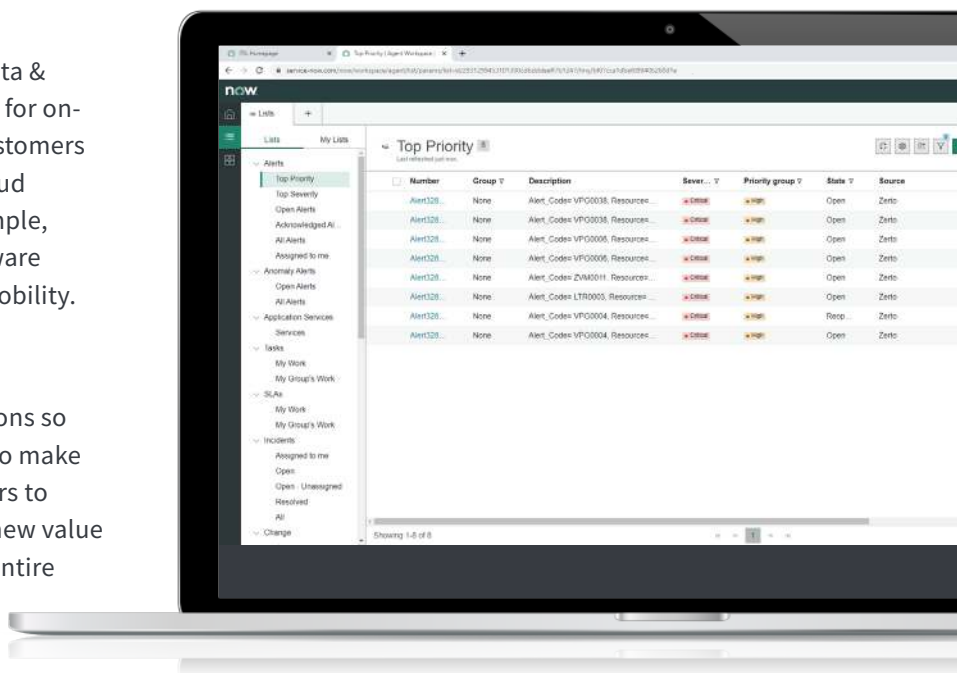# Zerto and ServiceNow

About Zerto

Zerto, a Hewlett Packard Enterprise company, helps customers protect, recover, and move data & applications to achieve continuous availability for on-premises, cloud, and hybrid environments. Customers use Zerto to easily protect VMs, containers, cloud instances, and SaaS applications through a simple, software-only solution that solves for ransomware recovery, disaster recovery, and multi-cloud mobility.

About ServiceNow

ServiceNow helps digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. The Now Platform enables customers to optimize processes, connect silos, and create new value on a single, unifying platform to digitize their entire business.

About Zerto + ServiceNow

Zerto's open REST API enables integrating the solution with a wide variety of 3rd party tools and platforms, including those for security, logging, monitoring, and IT service management such as ServiceNow. Use cases can include creation of protection groups or deployment of Zerto components when new hosts are deployed in a cluster. In this brief, we look at an example of using Zerto with ServiceNow to unlock the ability to have incident tickets automatically generated based on triggers within Zerto, such as events or tasks.

Benefits

Simplify IT operations and improve efficiency by integrating Zerto into existing infrastructure or technical support processes

Gain real-time visibility into key Zerto alerts, tasks, and events without leaving ServiceNow
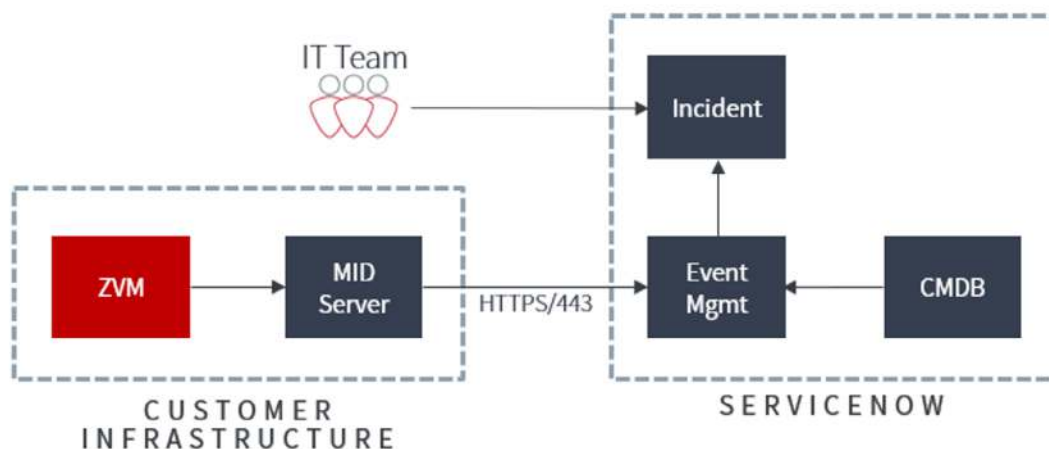
Save time and eliminate manual ticketing by automatically opening ServiceNow tickets based on triggers from Zerto

Accelerate time-to-value for both Zerto and ServiceNow by harnessing the power of both solutions' APIs

Example Architecture and Workflow

1. The Zerto Virtual Manager (ZVM) orchestrates and monitors replication and protection, including generating alerts, tasks, and events that are accessible via Swagger-based API

2. ServiceNow's Management, Instrumentation, and Discovery (MID) server acts an intermediary between Zerto and ServiceNow and facilitates secure communication through the firewall.

3. ServiceNow's Event Management application uses the data and schemas from the Configuration Management Database (CMDB) to translate Zerto alerts into ready-made ServiceNow events.

4. The events trigger fully customizable incidents that IT can view, track, and respond to, including escalating to infrastructure teams as needed.

Learn More

- [ServiceNow API Documentation](#)

- [Zerto API Documentation](#)

- White Paper: [Automating Zerto with PowerShell and REST APIs](#)

About Zerto

Zerto, a Hewlett Packard Enterprise company, empowers customers to run an always-on business by simplifying the protection, recovery, and mobility of on-premises and cloud applications. Zerto's cloud data management and protection solution eliminates the risks and complexity of modernization and cloud adoption across private, public, and hybrid deployments. The simple, software-only solution uses continuous data protection at scale to converge disaster recovery, backup, and data mobility. Zerto is trusted by over 9,500 customers globally and is powering offerings for Microsoft Azure, IBM Cloud, AWS, Google Cloud, Oracle Cloud, and more than 350 managed service providers. **www.zerto.com**