

# Seamless Data Resilience and Automation

Protect, automate, and manage backup and recovery workflows with ServiceNow + Veeam

## Business Challenge

Modern IT teams face increasing complexity while backing up, protecting, and managing data. Faced with constantly changing regulation landscapes, the effort to ensure compliance while protecting and managing complex environments can become burdensome, which can result in errors and slow response times. Backup operations are often siloed from core IT Service Management (ITSM) processes and security operations, leading to vulnerabilities, slow recovery, audit gaps, and manual errors.

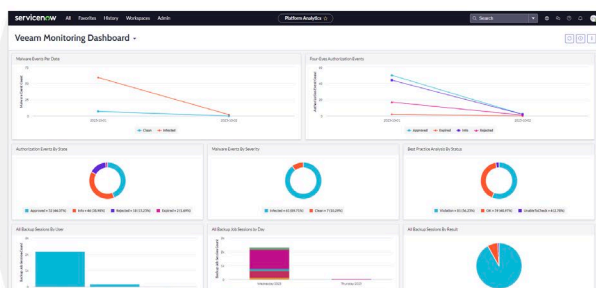
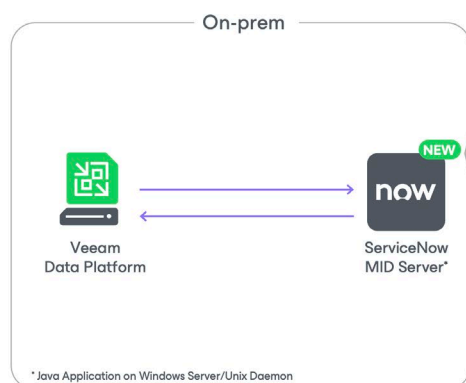
The ServiceNow + Veeam integration eliminates these challenges by automating, tracking, and managing backup and recovery tasks through a single, unified, and custom dashboard. Veeam App for ServiceNow empowers organizations to manage and control their production data with secure and automated backup and recovery directly from ServiceNow's ITSM platform.

## How it Works

With the [ServiceNow + Veeam integration](#), backup and recovery tasks are simplified by automating and managing incidents through a single platform. Veeam App for ServiceNow enriches data to provide dashboards, reports, and generate alerts according to trigger events.

## Key Benefits

- **Faster recovery:** Reduce downtime and accelerate response with automated backup and restore workflows.
- **Stronger compliance:** Maintain detailed audit trails and automated documentation to meet regulatory requirements.
- **Operational efficiency:** Eliminate manual handoffs and duplicate data entry by managing everything from a single pane of glass.
- **Enhanced visibility:** Custom dashboards with real-time visibility and alerts deliver insights into backup health and job status.
- **Peace of mind:** Integrated governance and automation free up IT teams to focus on innovation.



- Managing VM Backup Jobs
- Performing VM Recovery
- Viewing Inventory
- Managing Unstructured Data Sources
- Managing Unstructured Data Jobs
- Performing Unstructured Data Recovery
- Managing Events
- Veeam Monitoring with Dashboards

## Key Features

- **Bi-directional** integration with Veeam
- **Policy-based self-service** backup management for VM and NAS
- Intelligent **incident management** with custom event rules
- **Enrichment** with Veeam data via custom tables
- Centralized **auditing** for full traceability
- **Unified monitoring** for admins and asset owners

## Use Cases

### Custom, Unified Dashboard

By leveraging the ServiceNow dashboard, both administrators and asset owners can gain real-time visibility into system health, backup status, incident alerts, and compliance data through a single pane of glass and Veeam data.

### Data Operations Efficiency

With fewer tickets, administrators and asset owners can benefit from a streamlined incident management process. Policy-based backup management and intelligent event rules minimize repetitive manual tasks, as many routine backup and restore requests can be handled automatically or by the end users themselves. This decreases the workload for IT teams and enhances user satisfaction by offering prompt solutions to common issues.

### Compliance Reporting

With unified dashboards and automated incident management, organizations can easily generate detailed reports and maintain accurate records of all backup and recovery activities. This not only simplifies the audit process but ensures adherence to regulatory standards and internal policies too. Through robust data protection measures and traceable processes, businesses can confidently satisfy external auditors, regulatory bodies, and insurers, as well as reduce risk and maintain insurance requirements.

### Improved Cyber Resilience

Automated workflows and policy-based management streamline routine backup and restore tasks, helping administrators and asset owners address incidents promptly and efficiently. As a result, organizations can minimize downtime, reduce the impact of data loss, and strengthen their overall cyber resilience.

## Conclusion

Veeam App for ServiceNow bridges the gap between data protection and IT service management by providing native orchestration of backup and recovery directly from the ServiceNow console. Role-based granular access rights for users provide additional security, and automated workflows allow IT teams to trigger, approve, and track backup and restore jobs as part of standard incident or change management processes. Real-time status updates, unified audit logs, and compliance documentation are generated automatically to reduce manual effort and risk. This integration empowers organizations to accelerate recovery times, reduce tickets, and ensure all backup operations are secure, compliant, and fully auditable, enabling IT to focus on strategic initiatives, not firefighting.

## → Get Started

Ready to transform your backup operations? Contact your Veeam representative or [download the free app](#) from the ServiceNow store today.

### About Veeam Software

Veeam, the #1 global market leader in data resilience, believes businesses should control all their data whenever and wherever they need it. Veeam provides data resilience through data backup, data recovery, data portability, data security, and data intelligence. Based in Seattle, Veeam protects over 550,000 customers worldwide who trust Veeam to keep their businesses running. . Learn more at [www.veeam.com](http://www.veeam.com) or follow Veeam on LinkedIn [@Veeam-Software](#) and X [@Veeam](#).