

smart sense

an AI-powered ITOM and event management solution built on servicenow to drive resilient, proactive, and business-aware it operations.





empower intelligent and resilient IT operations.

Smart Sense is an AI-powered IT Operations Management (ITOM) and Event Management solution built on the ServiceNow platform. It combines machine learning, GenAI, and real-time service mapping to transform traditional IT operations into a proactive, intelligent, and business-aligned function. By correlating alerts, detecting anomalies early, and automating remediation, Smart Sense helps organizations reduce operational noise, minimize downtime, and ensure service continuity delivering resilient operations at scale.

With GenAI-powered insights, IT teams can understand complex issues faster and act with greater confidence. From predictive analytics to automated recovery, Smart Sense enables a shift from reactive firefighting to strategic, data-driven operations.

key tenets of our offering.

1

AI powered event correlation & noise reduction:

Automatically group related alerts into actionable incidents, significantly reducing operational noise.

2

predictive anomaly detection:

Detect issues early and translate technical anomalies into clear explanations.

3

dynamic service mapping:

Continuously map service dependencies to visualize impact and prioritize critical business services.

4

automated remediation:

Trigger intelligent, policy-based workflows to resolve issues quickly and maintain service continuity.

5

unified observability hub with gen AI insights:

Surface trends, risks, and capacity forecasts through a centralized, GenAI-powered observability view.

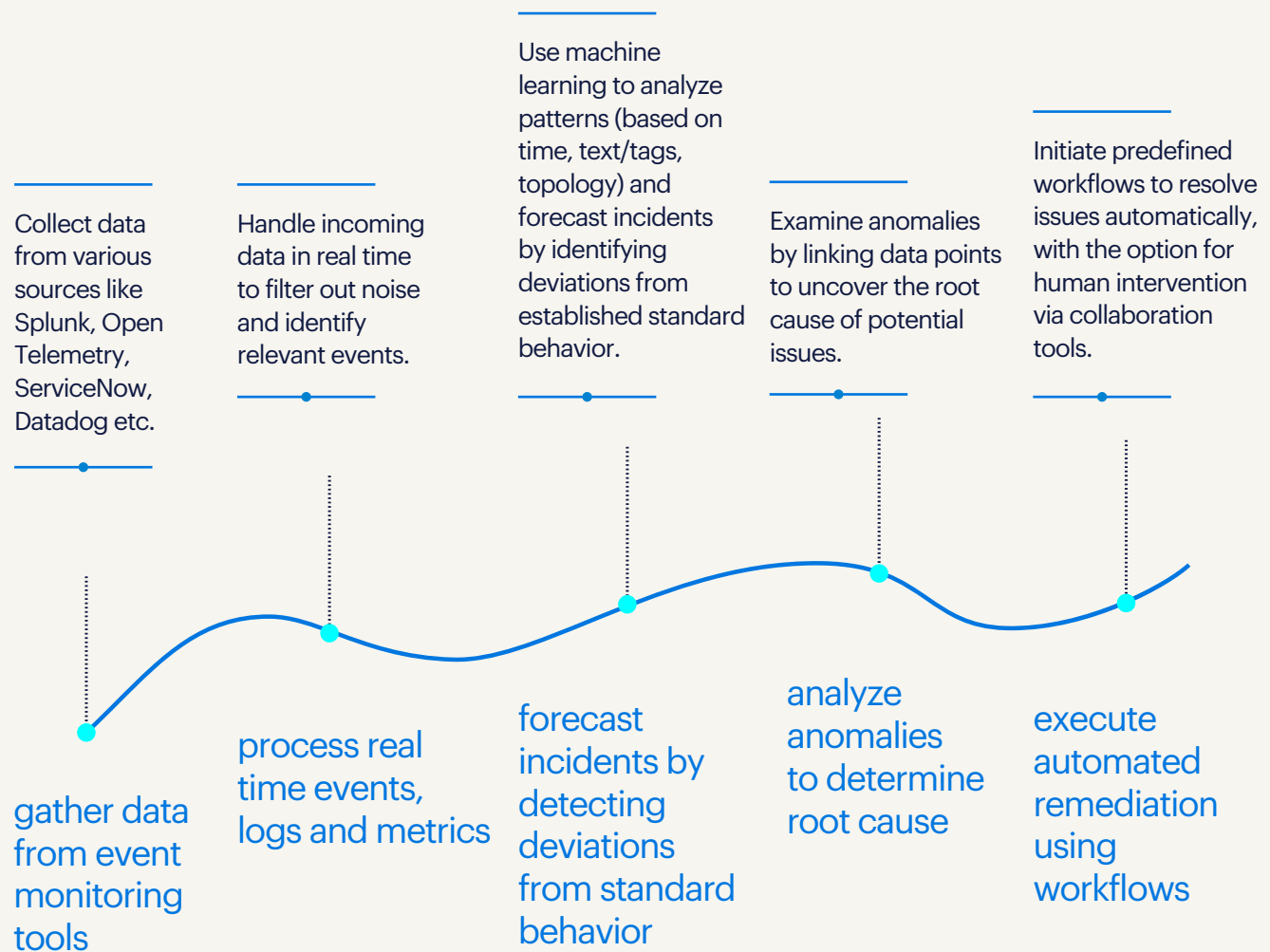
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business aligned IT decision support:

Leverage AI-driven insights to guide IT actions based on business impact, risk levels, and service criticality.

predictive AIOps for CMDB and ITOM.

high level process flow



outcomes.



Improve
service availability



Improve
customer satisfaction



Improve
agility with business

key benefits of our offering.

- Accelerate resolution with **AI-driven alert correlation** and GenAI summaries.
- **Reduced operational noise** by grouping related events into actionable insights.
- **Identify and address anomalies** before they impact business services.
- Resolve issues faster with **policy-based, intelligent workflows**.
- **Minimize downtime** and ensure continuity through integrated **AIOps capabilities**.



about randstad digital?

Randstad Digital is a trusted digital enablement partner that facilitates accelerated transformation for businesses by providing global talent, capacity, and solutions across specialized domains. Our digital talent solutions allow you to seamlessly scale your team while connecting you with skilled professionals around the world who align with your chosen technologies. Our focus lies in managed programs, and we empower businesses to move at speed and achieve goals efficiently. We support four service lines, including customer experience, cloud & infrastructure, data & analytics, and digital & product engineering in addition to three engagement models, including talent services, global delivery centers and managed solutions.

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Looking to modernize IT operations and drive faster incident resolution with AI?
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