Connection Center For Cherwell

COOKDOWN
Specialised for SCOM
Let the data flow.

Automate the creation of actionable Cherwell incidents from Microsoft SCOM alerts critical to your business, with real-time, two-way integration.

cherwell

The key to proactive monitoring

It's a common story: a business-critical service suffers an outage, the operations teams scramble to get it back online, only to find that the whole thing was preventable if only a monitoring alert had been properly actioned.

If you're still relying on email notifications for SCOM alerts, it's likely that these emails are just being filtered and ignored. To enable true proactive monitoring you can no longer rely on an email inbox: alerts need to be routed, escalated, and tracked to ensure a timely and reliable response. That's why modern IT operations demand that monitoring tools such as SCOM are integrated with your ITSM, DevOps, and Communication tools.

Never miss a critical infrastructure alert again

Cookdown Connection Center is the comprehensive solution for integrating SCOM with Cherwell, automating the request and management of Cherwell incidents from SCOM alerts.

With Connection Center, SCOM alerts are sent to Cherwell in near real-time, creating a Cherwell incident that can be routed to a central incident response team or to the owner of the infrastructure. Advanced filtering gives you full control over which SCOM alerts are sent to Cherwell, and which create incidents, and two-way synchronization ensures that all IT teams have an accurate status update.

No need to keep looking in different consoles to get a true picture of your monitoring landscape. Connection Center gives you full visibility and control, making it the perfect place to center your monitoring universe.

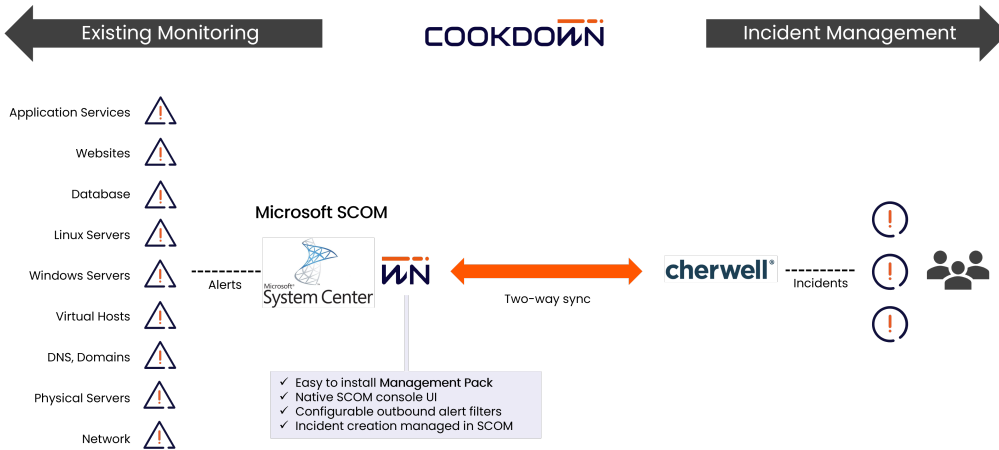### Isolated

Missed alerts and manual ticket creation

- Email notifications are overlooked
- Manual creation of ITSM tickets takes time
- Status of incidents can be out-of-date
- Alerts remain unresolved in SCOM

Integrated

Every alert automatically tracked

- Incidents automatically created using rules
- Alerts correctly routed and escalated
- SCOM and your ITSM tools always in sync
- Proactive incident management

Existing Monitoring | COOKDOWN | Incident Management

Application Services
Websites
Database
Linux Servers
Windows Servers
Virtual Hosts
DNS, Domains
Physical Servers
Network

Microsoft SCOM — System Center — Alerts — Two-way sync — cherwell® — Incidents

✓ Easy to install Management Pack
✓ Native SCOM console UI
✓ Configurable outbound alert filters
✓ Incident creation managed in SCOM

Key Features

Specialised for SCOM

Correct handling of SCOM monitors vs rules and full alert details, including alert context, pushed through to incidents.

True Two-Way Synchronization

Automatically close Alerts when Incidents are resolved and resolve Incidents when Alerts close, no more manual work. Plus see the critical Incident information in SCOM!

Native Integration

Simply install the SCOM Management Pack, and use the wizard-driven setup experience to connect. No fussy scripts or hidden moving parts to troubleshoot.

Specialized for SCOM

Correct handling of SCOM monitors vs. rules and full Alert details, including Alert context, pushed through to Incidents.

Customization & ITIL Compliance

Customize workflows using native tools in either SCOM or Cherwell - whatever suits your process to remain ITIL compliant!

Make SCOM your single source of truth

Connection Center is your one-stop-shop for SCOM connectivity. Using code-free, out-of-the-box support to integrate SCOM and Cherwell.

Make SCOM your monitoring hub; Connection Center combines ease of-use, comprehensive integration, and powerful customization options.

Pricing

We are committed to delivering affordable, hassle-free enterprise software that lives up to its promise.

All licenses include email support with a 72-business hour SLA and free upgrades.

<1000 nodes	$5,000/year
1000-3000 nodes	$8,500/year
3000-6000 nodes	$14,500/year
>6000 nodes	Request a quote

Licensed by the number of nodes in your SCOM management group. Nodes include SCOM agents, Linux servers and network devices.

Premium support

Premium support can be added to any subscription and includes phone support, 24-hr SLA, credits for customisation, consulting and training.

Get Started Today

Book A Demo

Book a slot with an engineer for a live demo
cookdown.com/connection-center

30-Day Free Trial

Ready to try it out? Download our free trial here.
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COOKDOWN

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