

Building a Strong Foundation for IT Service Management

Micro Focus Universal Discovery and Universal CMDB help you build a better ITSM practice, **no matter your solution.**



Your IT landscape is constantly changing

From physical, on-premises servers to virtual machines, multiple clouds, and containerized micro-services: how you deliver IT services is always evolving.

The challenges of change

- Poor IT visibility
- Inaccurate service views
- No predictive impact analysis
- Inadequate IT asset management

The risks to IT services

- Flawed change decisions
- IT service failures
- Performance degradation
- Software compliance violations

80% of downtime is caused by people and process errors such as misconfiguration, overburdened IT staff, and inadequate change management.¹

To mitigate and avoid these risks, you need a robust and accurate configuration management database (CMDB) as the foundation of your IT service management.

Six critical requirements for your CMDB solution

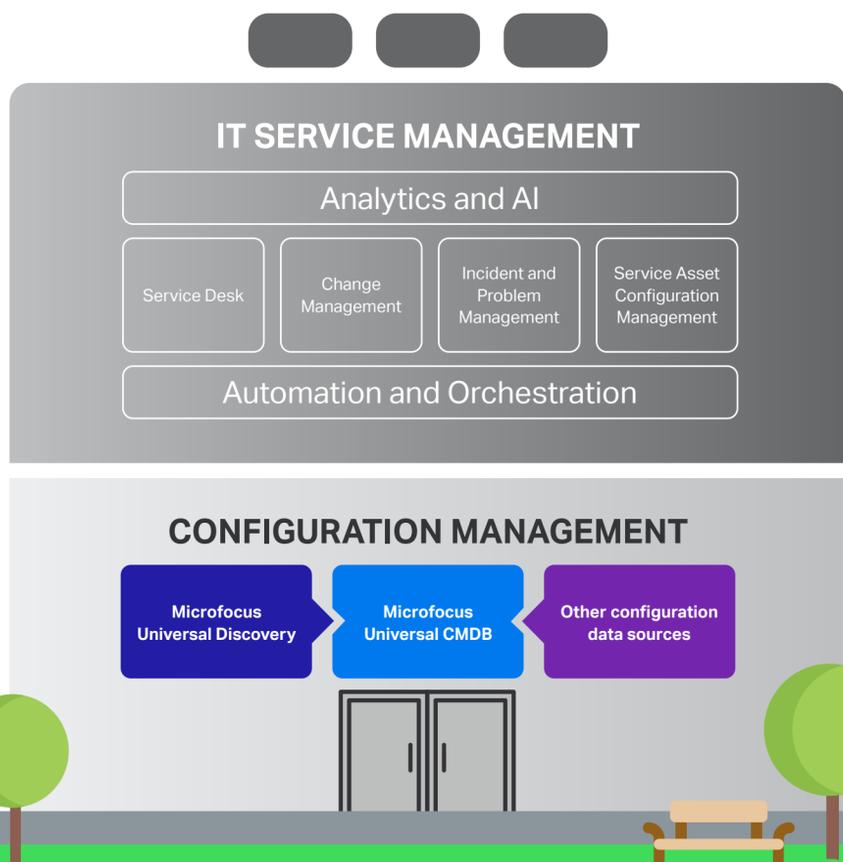


// While CMDB as a concept is decades-old, the actual importance and usage of the technology has only become more concrete in recent years. //

TechTimes²

Micro Focus brings it all together

Micro Focus Universal Discovery and Universal CMDB collects, stores, manages, updates, and presents data about software and infrastructure asset inventory and services configuration for better IT service management, IT asset management, and IT operations.



What's in Micro Focus configuration management solutions?

Micro Focus Universal Discovery

- Application dependency mapping
- Asset inventory discovery
- Real-time discovery
- Agent-based and agentless discovery
- Cloud and on-premises discovery
- End-point and container discovery

Micro Focus Universal Configuration Management Database

- Assisted service modeling
- Configuration management system
- Predictive impact analysis
- Simplified visualization via web browser

Real-life benefits of using Micro Focus Universal Discovery & CMDB to improve ITSM

Cutting Costs

Projected three year savings at a major energy production conglomerate using **Universal Discovery** and **CMDB** to track the configurations of 10,000 servers.

\$2M

Improving incident and change management

85% Reduction in emergency changes at healthcare services provider using **Micro Focus Universal Discovery** and **CMDB**.

Assessing Risks

"We now have a clear picture of the impact a change might have across the business, or how a particular business service may be affected."

— **Stephan Dietz**, process owner service asset and configuration management

Simulating changes

"We now simulate every change that affects a process reflected in the UCMDB, which means we can prevent many incidents even before they occur."

— **Edmund Koch**, head of IT services

Here's the bottom line: Micro Focus Universal Discovery and CMDB creates an essential foundation for ITSM, ITAM, AIOps, and more.