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

Six critical requirements for your CMDB solution
- Modeling
  - Top-down modeling of business services
- Accessibility
  - Easily accessible data to all stakeholders
- Discovery
  - Automatically discover new configuration items
- Scalability
  - Maintain performance as your platform grows
- Comprehensiveness
  - Use one configuration management database (CMDB) tool for inventory and dependency mapping
- Integration
  - Leverage a common platform across IT service management (ITSM), IT asset management (ITAM), and operations analytics

Micro Focus brings it all together.

Micro Focus Universal Discovery and Universal CMDB help you address the challenges and risks of change.

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

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

- Cutting Costs
  - $2M
  - 85%
- Assessing Risks
  - Projected three year savings at a major energy production conglomerate using Universal Discovery and CMDB to track the configurations of 10,000 servers.
- Simulating changes
  - Reduction in emergency changes at healthcare services provider using Micro Focus Universal Discovery and CMDB.

"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

"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