Building a Strong Foundation for IT Service Management

The IT landscape is constantly changing. So how can you maintain control? Here's the bottom line: Micro Focus CMS creates an essential foundation for ITSM, ITAM, operations analytics, and more.

Get started today with a Micro Focus CMS trial:

Thinking of it this way: Micro Focus CMS continuously X-rays your entire IT environment — before you operate.

To avoid these risks, you need a robust configuration management system (CMS). It’s the foundation for IT service management.

What’s in Micro Focus CMS?

Micro Focus Universal Discovery (UD)
- Application dependency mapping
- Asset discovery
- Real-time discovery
- Hybrid agent and agent-less discovery
- Cloud and on-premises discovery

Micro Focus Universal Configuration Management Database (UCMDB)
- Automated service modeling
- Configuration management system
- Impact analysis
- Simplified visualization via web browser

Realizing the benefits of Micro Focus CMS

Changing needs
- Developing and deploying faster
- Improving customer and change management
- Tailoring to changing business needs

Assessing risks
- How does IT know which changes to make in the face of the changing business needs?

Accessibility
- Provide easily accessible data to all stakeholders.

Integration
- Leverage a common platform across IT service management (ITSM), IT asset management (ITAM), and operations analytics.

Scalability
- Maintain performance as your platform grows.

Comprehensiveness
- Use one configuration management database (CMDB) tool for inventory and dependency mapping.

Micro Focus Universal Discovery (UD)

Micro Focus Universal Configuration Management Database (UCMDB)

A reduction in emergency changes at BC Clinical and Support Services Society (BCCSS) using Micro Focus Software.

$2M
85%

Cutting costs
Improving incident and change management
Simulating changes
Assessing risks

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