

Building a Strong Foundation for IT Service Management

The IT landscape is constantly changing. So how can you maintain control?

The challenges

- Blurred visibility
- Inaccurate service views
- No impact analysis
- Inadequate asset management



The risks

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

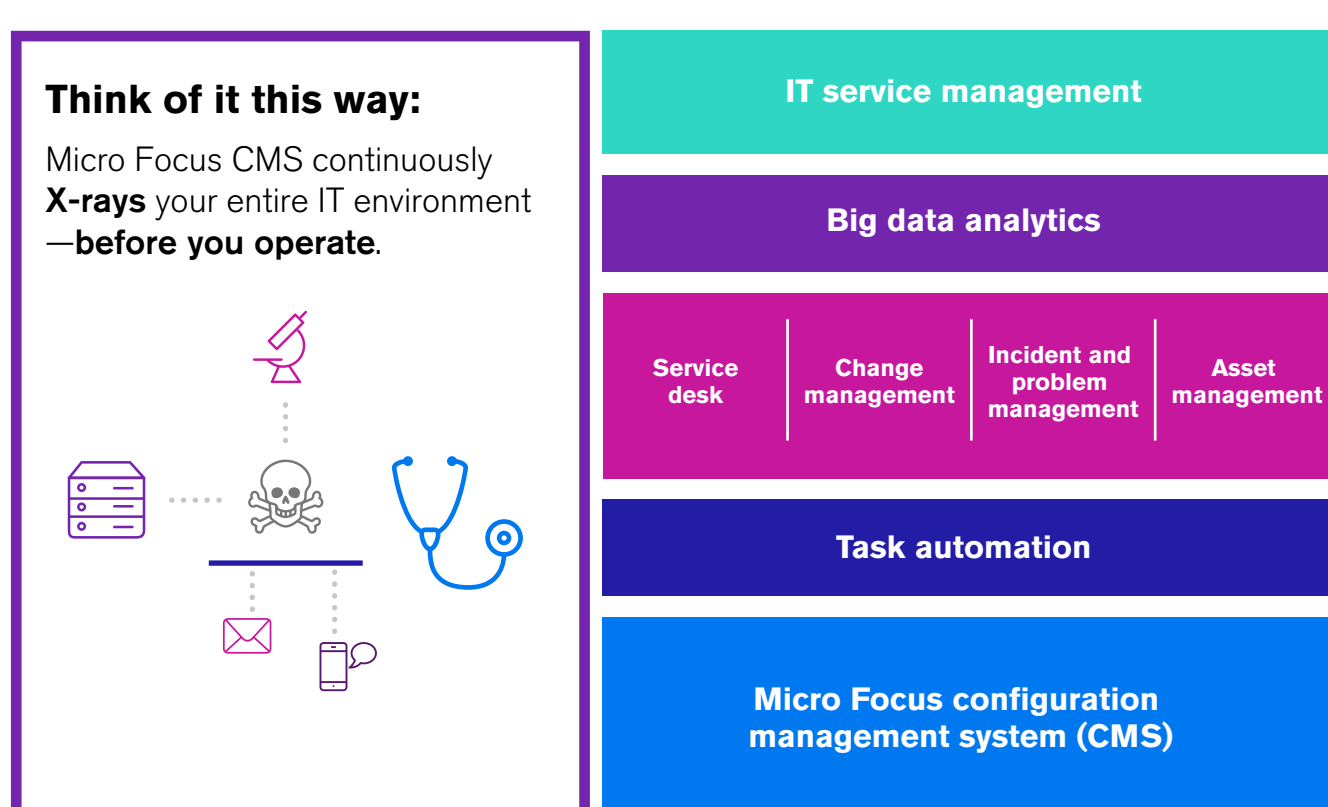
To avoid these risks, you need a robust configuration management system (CMS). It's the foundation for IT service management.

Six requirements for your configuration management database (CMDB) solution



Micro Focus brings it all together

Micro Focus CMS collects, stores, manages, updates, and presents data about software and infrastructure services configuration.



— What's in Micro Focus CMS? —

Micro Focus Universal Discovery (UD)

- Application dependency mapping
- Inventory
- 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

<h3>Cutting costs</h3> <p>\$2M Projected three-year savings at Exelon using Micro Focus Software to track the configuration of 10,000 servers.</p> <p>Read the case study</p>	<h3>Improving incident and change management</h3> <p>85% Reduction in emergency changes at BC Clinical and Support Services Society (BCCSS) using Micro Focus Software.</p> <p>Read the case study</p>
<h3>Assessing risks</h3> <p>"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."</p> <p>— Stephan Dietz, process owner service asset and configuration management, Continental AG</p> <p>Read the case study</p>	<h3>Simulating changes</h3> <p>"We now simulate every change that affects a process reflected in the UCMDB, which means we can prevent many incidents even before they occur."</p> <p>— Edmund Koch, head of IT Services, Audi AG</p>

Here's the bottom line: Micro Focus CMS creates an essential foundation for ITSM, ITAM, operations analytics, and more.

Get started today with an **Micro Focus CMS trial:**

www.microfocus.com/configmgt