

Universal Discovery and CMDB

Universal Discovery and Configuration Management Database (CMDB) automatically collects (by discovery or integrations), reconciles, manages, and presents configuration data for hardware, software, applications, services, and their interdependencies across on-premises and multi-cloud IT environments.

Product Highlights

Comprehensive Scalable Discovery: Discovery for large, distributed enterprise IT environments that scales to hundreds of thousands of servers and workstations. Flexible deployment options including agent-based and agentless discovery, and capabilities to discover both inventory and dependencies using the same product. Leverage Windows-based or Linux-based discovery deployment. Discovery of network and storage devices is provided as well.

Multi-Cloud Discovery: Comprehensive multi-cloud discovery that includes all the major public and private cloud platforms. Extensive discovery for AWS, Azure, Google Cloud, VMware, Kubernetes, and OpenStack.

Customizable Dashboards: Easy access to data and reports through a web-based user interface. See both topology and textual representation of the configuration data, and view business services with all their dependent components. Policy management allows CI level policy definitions and compliancy reporting.

Integrations & APIs: Out-of-the-box integrations with many OpenText™ and 3rd-party products (Microsoft SCCM, IBM LMT, etc.) to leverage the data within other platforms such as: ITSM (OpenText, ServiceNow, BMC, etc.), Monitoring, OpenText™ Asset Management X and more. Well documented REST APIs to enable customized integrations with other products.

Key Benefits

In today's businesses, infrastructure and software is distributed across on-premises, multiple clouds, and work-from-anywhere devices. Organizations need real-time and reliable configuration information for smoother day-to-day IT service management, IT asset management, and IT operations, regardless of the infrastructure's platform or location. OpenText™ Universal Discovery provides the IT visibility you need into today's multi-cloud, hybrid IT environments by delivering:

- Constantly up-to-date, real-time dynamic views of configuration management data
- Multi-cloud and on-premises discovery to manage hybrid IT
- Reliable and automated discovery across any security constraints, network requirements, or compute platforms needed
- Effective service modeling for improved IT service and operations management
- Easy to use and share configuration data across all of IT for improved change management, incident response, monitoring, and compliance
- Full software discovery and utilization across all devices and environments, including cloud, containers, and endpoints.

OpenText™ Universal CMDB provides a single pane-of-glass that shows all of this complex configuration data to IT stakeholders within its specific infrastructure and service delivery

Universal Discovery at a Glance:

- **Multi-cloud and on-premises discovery:** Manage your IT transformation with advanced discovery for on-premises, private and public cloud, containerized, and virtual environments including AWS, Azure, Google Cloud, VMware, Kubernetes, Docker, OpenShift, and more
- **Machine learning discovery:** Software discovery powered by machine learning for advanced software asset management, including ability to recognize proprietary software
- **Real-time discovery:** Accurately document and map changes in cloud environments with real-time discovery based on events and changes

Universal CMDB at a Glance:

- **Policies and compliance:** Define rules and policies for configuration items and apply to any group of CIs for increased data quality and configuration compliance across all IT environments
- **Assisted service modeling:** Improve service management quality via impact change analysis, incident, monitoring, and compliance
- **Improved change management:** Understand impacts, identify service disruption sources, and authorize changes with knowledge of the entire environment, from services to infrastructure

context. As a result, critical business and IT services can remain stable, despite the day-to-day and unexpected churn that all IT environments experience. With Universal CMDB:

- Data quality can be managed and reported, so you have a more complete and accurate CMDB
- Impacts of future changes can be identified so lines of business can be prepared for planned downtime
- Impacts from downed systems can be modelled so IT support can resolve problems faster
- Failure analysis and CI change logs help identify the root causes of issues for more efficient responses
- Software with known security vulnerabilities can be easily located to keep your enterprise more secure

Key Features

Breadth and Depth of Discovery

Agent-based, agentless or hybrid discovery in one tool with the broadest content library available allows for complete discovery and modeling, regardless of network and security policies. Universal Discovery discovers devices and CIs from layer 2 through layer 7 of the OSI model, as well as deep-device and application-specific information. Add in discovery of almost all servers, workstations, infrastructure technologies, and a constantly growing software discovery more than 140,000 titles, and see just how broad a reach Universal Discovery has!

Multi-cloud discovery of private and public cloud includes:

- Public cloud compute resources and services from AWS, Azure, and Google
- Private cloud compute resources from OpenStack, VMware vCloud, and Cloud Foundry
- Virtual servers from VMware, Hyper-V, Nutanix, Citrix, Oracle VM, HPE, IBM, Solaris, Red Hat, and Xen
- Virtual environment managers from VMware (vCenter), Microsoft (SCVMM), and Red Hat (RHEVM)

- Container technologies such as Kubernetes, OpenShift, Docker Swarm, and Docker, including AWS ECS and EKS, Azure AKS, and Google GKE
- Consistency of cloud discovery results between Universal Discovery and Operations Bridge (OpsB)
- Discovery of public cloud resources with either a Windows-based or Linux-based discovery probe
- Oracle audit support via LMS

Modern, Intuitive UI and Open Platform

The user interface allows easy access to configuration data for administrators and standard users, enabling powerful search for configuration items and services, access to their properties and related configuration items and comprehensive view of any business service. A built-in reporting generator can report on any information that is stored or federated from the CMDB. Out-of-the-box and customized reports can be scheduled and exported in different formats like PDF, Excel, CSV and more. At the core of the CMDB is a rich data model that describes IT environments and is used as a foundation for other OpenText ITOM products, and easily integrates with other ITSM and ITAM solutions such as ServiceNow, BMC, and BigFix. Smart Software Analytics Smart software analytics, or SSA, is deployed on data centers and user endpoints. Using machine learning rules and IDOL (an internally developed big data tool), it suggests new software signatures based on file recognition. Additionally, SSA automates the process of collecting files to be analyzed and distributes the signatures across different probes.

System Requirements

Full system requirements for any version of Universal Discovery and Universal CMDB can be found at: <https://docs.microfocus.com/index/0/CMS>

Learn more at www.microfocus.com/cmdb and www.opentext.com

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