

Building a strong CMDB foundation for IT and your business

OpenText Universal Discovery and CMDB helps you build better ITSM, ITAM, and AIOps practices—no matter your solutions

Your IT landscape is constantly changing

From physical, on-premises servers to virtual machines, multiple clouds, complex networks, and containerized micro-services—how you deliver IT and business 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 mean time to recovery (MTTR) is wasted on activities like identifying which change is responsible for the outage.

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

Six critical requirements for your CMDB solution

1 Modeling

Automate the top-down modeling of business services.

2 Comprehensiveness

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

3 Accessibility

Provide easily accessible data to all stakeholders.

4 Scalability

Maintain performance as your platform grows.

5 Integration

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

6 Discovery

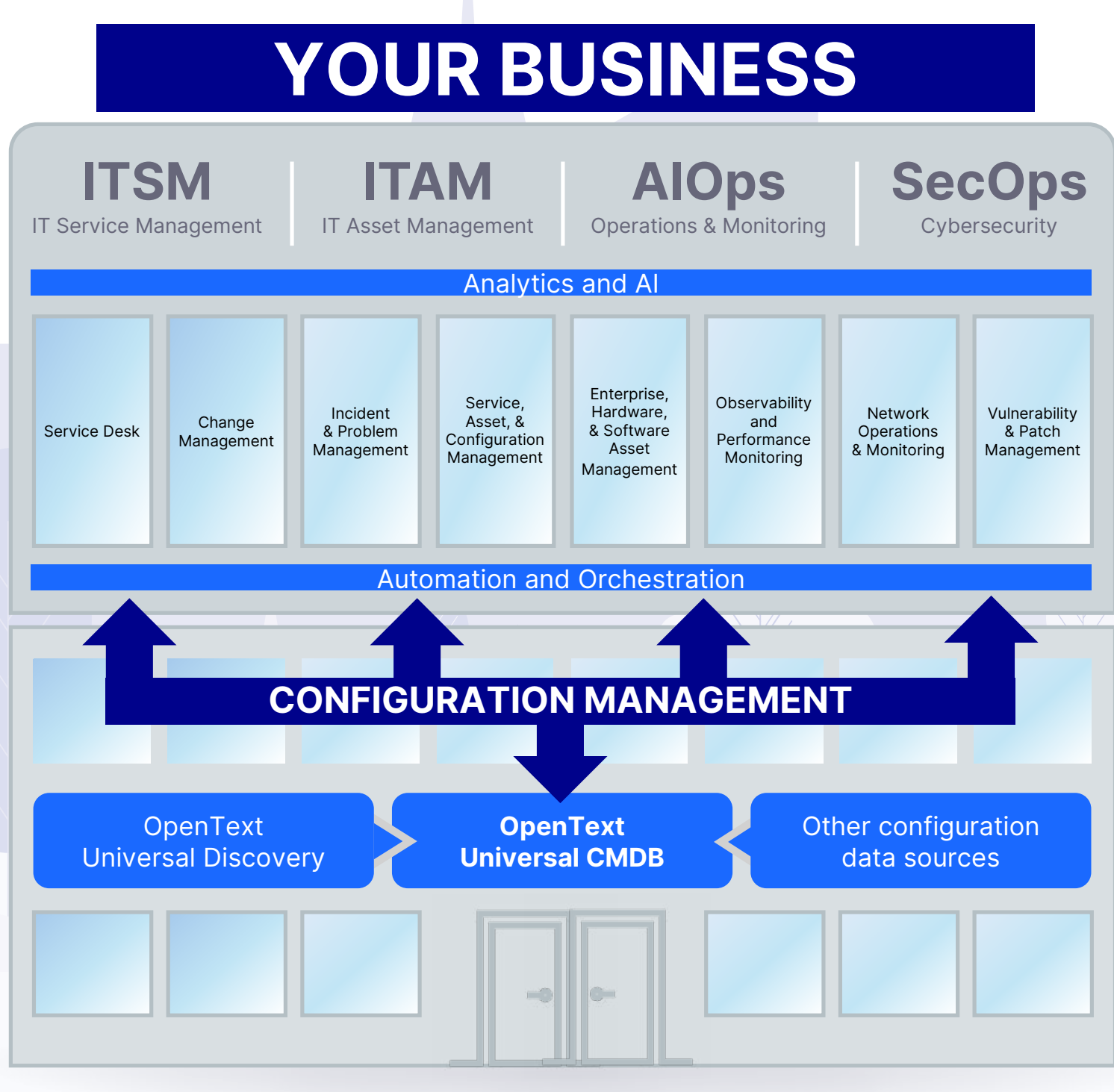
Automatically discover new configuration items.

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

TechTimes ¹

OpenText brings it all together

OpenText™ Universal Discovery and 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 OpenText Universal Discovery and CMDB

OpenText Universal Discovery

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

OpenText Universal CMDB

- Assisted service modeling
- Predictive impact analysis
- Simplified visualization via web browser
- Push and pull data to third-party ITSM, ITAM, AIOps, and CMDBs

Deepest network discovery available

Unlike other discovery or CMDB solutions, the OpenText Universal Discovery and CMDB platform supports 1,000s of network devices across 100s of vendors—enabling rich, cross-vendor Layer 2 topologies that accelerate incident response and resolution.



Flexible deployment options

On premises, on cloud, or as SaaS—choose the deployment model that fits your IT strategy. OpenText Universal Discovery and CMDB adapts to your needs, not the other way around.



Time-tested discovery methods

With decades of experience in agent-based discovery, OpenText Universal Discovery and CMDB delivers detailed, reliable discovery of intermittently connected devices, plus agentless and change-driven discovery options.



Complete, cost-effective discovery

The generous licensing models enables complete software visibility with a continuously updated discovery catalog that finds software other CMDB discovery methods miss—without breaking your budget.



THE BOTTOM LINE

OpenText Universal Discovery and CMDB creates an essential foundation for ITSM, ITAM, AIOps, and more.

Learn more about

OpenText Universal Discovery and CMDB