

CMDB (Configuration Management)

Complete visibility, control, and intelligent analysis of
your IT infrastructure

KEY BENEFITS



Increased productivity: access to up-to-date information that speeds up incident resolution.



Cost reduction: identify underutilized assets or duplications in contracts and suppliers.



Risk reduction: detect SPOFs and assess the impact of changes before implementing them.



Greater business value: link IT with services and processes, improving decision-making.



Secure digital transformation: support for standards such as ISO 20000 and reduction of cybersecurity gaps in cybersecurity.

KEY FEATURES

- Automatic creation and updating of configuration items (CIs) and relationships from Discovery & Asset Management.
- Interactive graphical visualization of the IT infrastructure and its relationship to business services.
- Risk and impact analysis to minimize incidents due to uncontrolled changes.
- Automatic change history, version management, and baseline management for CIs.
- Native integration with Service Desk, Asset Management, Contracts, and Suppliers.
- Flexible adaptation to any organization: CI types, relationships, custom attributes, and more.
- Graphical identification of cybersecurity risks: inactive antivirus software, outdated software, etc.

A healthy CMDB is the backbone of efficient IT operations, driving visibility, automation, and informed decision-making across the organization.

RL Canning