

# OpenText Universal Discovery and CMDB

Automatically collect, reconcile, and manage hybrid IT configuration data for infrastructure, services, and their interdependencies for better IT operations



## Benefits

- Expand visibility of your entire hybrid, multi-cloud IT estate
- Understand how infrastructure delivers business services
- Improve change metrics with proactive impact analysis
- Identify configuration compliance across all IT environments

In today's businesses, infrastructure and software are 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.

## Get the IT visibility you need

Most organizations lack the IT visibility they need. Individual IT departments or environment administrators each have their own ways of collecting, recording, and reporting on what is in their environment, but often this data is outdated, conflicting, or just plain wrong. As a result, your IT teams across disciplines, including IT service management (ITSM), IT asset management (ITAM), and IT operations, have difficulty understanding what is in the environment and how it is configured. OpenText™ Universal Discovery and CMDB provides the IT visibility you need into today's multi-cloud, hybrid IT environments by delivering:

- A more accurate CMDB that integrates with the IT tools and ITSM platforms you use.
- Constantly up-to-date, real-time dynamic views of configuration management data.
- Multi-cloud and on-premises discovery to understand complex, hybrid IT.
- Reliable and automated discovery across any security constraints, network requirements, or compute platforms.
- Easy-to-use and easy-to-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 Discovery and CMDB deployment options:

### Extend your team

- On-premises software, managed by your organization or OpenText

### Run anywhere and scale globally in the OpenText public cloud

- OpenText Core Universal Discovery and CMDB runs in the OpenText Public Cloud (multi-tenant SaaS) consumed as a service with a user subscription

### Run anywhere and scale globally in the hyperscaler cloud of your choice

- Hyperscaler cloud partners (OpenText Private Cloud, AWS, GCP, and Azure) managed by your organization, partner, or OpenText

## 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. OpenText Universal Discovery and CMDB discovers devices and CIs from layer 2 through layer 7 of the OSI model, as well as deep-device and application-specific information.

The impressive reach of OpenText Universal Discovery and CMDB encompasses almost all servers, workstations, infrastructure technologies, and a constantly growing software discovery of more than 140,000 titles for some of the broadest and deepest discovery available. Multi-cloud and on-premises discovery includes:

- Public cloud compute resources and services from AWS, Azure, Google Cloud Platform, and Oracle Cloud Infrastructure.
- Private cloud compute resources from OpenStack, VMware vCloud, and Cloud Foundry.
- Advanced discovery of networks, including physical and virtual networking infrastructure.
- 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.
- Endpoint discovery of laptops and desktops, including mobile devices with Microsoft Intune integration.



## Know what your infrastructure does

Getting a complete picture of your infrastructure is challenging, but knowing how it is all connected and delivering the business services and applications that your organization relies on is critical to effective IT operations. OpenText Universal Discovery and CMDB provides a single pane-of-glass that shows complex configuration data to IT stakeholders within its specific infrastructure and service delivery 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 OpenText Universal Discovery and CMDB, you will benefit from:

- Detailed connection maps of your multi-cloud, hybrid IT environments.
- Drill-down information showing the configuration details of any piece of your discovered infrastructures.



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## Resources

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- Guided service modelling with out-of-the box, customizable, and reusable templates for faster time to value and more accurate service models.
- Tag-based service modelling for easier, customizable, and faster service model generation.

## Improve your success with changes

In complex environments, it is often difficult for IT teams to predict what impact planned downtime for actions like OS upgrades or equipment replacement may have on business services and applications. And when unplanned downtime happens due to incidents, teams need to immediately know what configurations changed in order to accelerate response times. OpenText Universal Discovery and CMDB allows you to:

- Identify the impacts of future changes enabling lines of business to be prepared for planned downtime.
- Model impacts from downed systems so IT support can resolve problems faster.
- Identify the root causes of issues with failure analysis and CI change logs for more efficient responses.

## Operate a more compliant, reliable, and secure IT environment

Most infrastructure environments are fantastically complex, often containing millions of infrastructure components ranging from servers to software. Finding non-compliant infrastructure to configuration policies or where unsupported software may be installed can be time-consuming at best. Yet misconfigured infrastructure, failure of compliance with industry best practices, and vulnerable or unsupported software represent significant areas of risk for most IT environments. Luckily, OpenText Universal Discovery and CMDB can help you operate a more compliant, reliable, and secure IT environment by:

- Quickly applying out-of-the-box and customizable configuration compliance policies to identify non-compliant infrastructure.
- Ensuring industry best practices like server fail-over and database encryption has been implemented across huge environments.
- Identifying where out-of-support software or software that may be approaching end-of-support is installed for easier remediation efforts.
- Easily locating software with known security vulnerabilities on endpoints and servers, across multicloud and virtualized environments, and even inside containers.
- Providing progress reports on important IT initiatives like data center or cloud migrations.