Building a strong foundation for IT service management

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

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

Micro Focus brings it all together

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

Realizing the benefits of Micro Focus CMS

Think of it this way: Micro Focus CMS continuously X-rays your entire IT environment — before you operate.

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

What’s in Micro Focus CMS?

Micro Focus Universal Discovery (UD)

- Automatically discover new configuration items.
- 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

IT service management

- Big data analytics
- Task automation
- Compliance
- Change management
- Asset management
- Service desk
- Incident and problem management

Accessibility

Provide easily accessible data to all stakeholders.

Cutting costs

$2M Reduction in emergency changes at BC Clinical and Support Services Society (BCCSS) using Micro Focus Software.

Improving incident and change management

85% Reduction in emergency changes at BC Clinical and Support Services Society (BCCSS) using Micro Focus Software.

Reducing risk

- “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.”

— Stephan Dietz, process owner service asset and configuration management, Continental AG

- “We now simulate every change that affects a process reflected in the UCMDB, which means we can prevent many incidents even before they occur.”

— Edmund Koch, head of IT Services, Audi AG

Projected three-year savings at Exelon using Micro Focus Software to track the configuration of 10,000 servers.

Getting started with an Micro Focus CMS trial:

www.microfocus.com/configmgt

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