



# BMC Discovery Solution

BMC Discovery Solution continuously captures information about IT applications, infrastructure, people, and processes — including the relationships between them. It then updates the BMC Atrium Configuration Management Database (CMDB) to provide a dynamic, comprehensive picture of your environment, so you can create and maintain an accurate business service model, lower the costs of IT assets, and minimize the risk associated with configuration change.

## KEY BENEFITS

Only BMC discovers people, process, *and* technology to help you lower costs, manage risk, increase availability, and improve customer satisfaction.

- » Ensure that the records within the BMC Atrium CMDB reflect the real state of your IT environment at any given time
- » Lower costs by avoiding over-provisioning and ensure software license compliance
- » Minimize risk by understanding the impact of events on IT and business services
- » Increase availability by speeding problem resolution, improving change execution, and prioritizing actions based on complete information
- » Improve customer satisfaction by providing personalized service based on user roles and access

## BUSINESS CHALLENGE

Manually discovering people, business processes, and technology (both IT applications and infrastructure) may not be impossible in large organizations, but it *is* impractical when viewed from a time and cost perspective. What's more, with the rise in virtualization, change is happening even faster, making it even more difficult to build relevant business service models, manage assets effectively, and enable IT Infrastructure Library® (ITIL®) processes, including change management.

To tackle these challenges, many organizations have deployed various IT discovery tools to discover assets, and application dependency mapping products to document relationships among IT components and business services. However, these tools are often limited in scope and reveal only a fraction of the total IT environment that make up IT and business services — leading to the deployment of multiple tools from multiple vendors and causing fragmentation of data across multiple, incompatible, and often conflicting data stores.

## THE BMC SOLUTION

The BMC Discovery Solution is a comprehensive toolset that unifies the process for discovering the broadest range of IT assets (uniquely including people and process in addition to technology), documenting the relationships among them, and continuously updating the BMC Atrium CMDB to reflect any dynamic changes to that data. By unifying these comprehensive discovery capabilities, BMC ensures that you always have an accurate picture of your IT environment, including mainframe and virtual systems, and eliminates the need for fragmented tools that require cumbersome and error-prone manual steps.

With the BMC Discovery Solution, you can:

- » Automatically update the CMDB to reflect change in your environment, including configuration drift, as it happens
- » Reduce costs by accurately and automatically tracking hardware and software license inventory
- » Improve system stability by visualizing the relationships among discovered assets, including their relationship to business services
- » Drive consistent decisions by ensuring that all appropriate employees have access to the same, updated information
- » Improve service levels by applying business process and service contexts to applications and infrastructure

As a result, you will:

- » Ensure that the records within the BMC Atrium CMDB reflect the real state of your IT environment at any given time
- » Lower costs by avoiding over-provisioning and ensure software license compliance
- » Minimize risk by understanding the impact of events on IT and business services before implementing changes
- » Increase availability by speeding problem resolution, improving change execution, and prioritizing actions based on complete information
- » Improve customer satisfaction by providing personalized service based on user roles and access

The BMC Discovery Solution easily accommodates mixed environments that encompass diverse systems and platforms from many different vendors, while also supporting all types of devices — from mainframes to distributed to virtual, handhelds and laptops to workstations, applications, servers, mainframes, and network devices.

## POPULAR USE CASES

### Change Management

- › See all configuration items (physical, virtual, distributed, mainframe) related to the proposed change
- › Understand the “impact relationships” associated with the change

### Software License Management

- › Get a complete picture of all software deployed across your organization, including mainframe and virtual environments
- › Automatically normalize data from multiple data sources (including non-BMC sources) to ensure discovered software is accurately and automatically linked to license contracts in BMC Remedy Asset Management

### Server Configuration Automation

- › Use discovered hardware components for server provisioning
- › Use application mapping for risk assessment before, during, and after a change

## BUSINESS RUNS ON I.T.

### I.T. RUNS ON BMC SOFTWARE

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

## DISCOVERY: A REQUIREMENT FOR CMDB SUCCESS

BMC Discovery has been optimized to populate and maintain the ITIL-based BMC Atrium CMDB. By pairing the BMC Discovery Solution with the BMC Atrium CMDB for initial population, ongoing maintenance, and data verification over time the solution provides:

- › Out-of-the-box integration to the BMC Atrium CMDB and data normalization using the integrated Normalization Engine and BMC Atrium Common Data Model enables quick population and maintenance of a single source of truth
- › Continuous data ensures that the right data is in the right place at the right time
- › Pre-configured reconciliation rules make initial configuration quick and easy
- › Capabilities to drive configuration verifications and audits whenever a change is made
- › Wizard-based tools make it easy to accurately discover and track internally developed applications

## HOW WE DO IT

### Automatically update the CMDB to reflect change in your environment

- › Agent-based and Agentless technologies continuously gather information (including from virtual and mainframe environments) and update the CMDB through native integrations
- › Developing a baseline for the “desired configuration state” of CIs and CI relationships and regularly measuring the current configuration state against that baseline

- › Automatic detection of virtual infrastructure changes trigger “on demand” targeted discovery scans

### Accurately and automatically track hardware and software license inventory

- › Agentless technologies canvass the infrastructure on a scheduled or “on demand” basis discovering and collecting details about your hardware and software assets
- › Agent-based technologies continuously collect highly detailed configuration information even on assets not currently in use

### Understand the relationships among discovered assets, including their relationship to business services

- › Business services are linked to supporting IT services through a combination of active communication with the infrastructure and interpretation of process definitions, including BPEL

### Ensure that all appropriate employees have access to the same, updated information

- › Continuous synchronization and reconciliation of discovered data with the BMC Atrium CMDB ensures that all users consuming information from this centralized, “single source of truth” are presented with the same updated information

### Apply user context to business processes and applications

- › User data is discovered in tandem with their relationship to the applications and systems people use
- › The BMC Discovery Solution is the only solution that enables you to make the connection between people and technology providing the ability to manage business and IT services based on user context

## BMC DISCOVERY SOLUTION AND BUSINESS SERVICE MANAGEMENT

The BMC Discovery Solution is part of BMC Atrium, which unifies BMC's platform for Business Service Management (BSM). With BMC Atrium, you will know what you have with a single source of truth for your IT infrastructure; establish and measure SLAs as defined with the business; make better IT management decisions based on business priorities; and automate repeatable processes.

BSM from BMC is a comprehensive approach and unified platform for running IT that reduces cost and maximizes business impact. It is built on a simple but powerful concept: *Since business runs on IT, then IT should be run based on business priorities.* With BSM from BMC, technologies and processes are executed efficiently and managed based on business needs, so you can deliver new services that create more business value, while also support supporting existing services at lower cost.

## FOR MORE INFORMATION

To learn more about BMC Discovery and other BMC Atrium solutions, please visit [www.bmc.com/discovery](http://www.bmc.com/discovery).