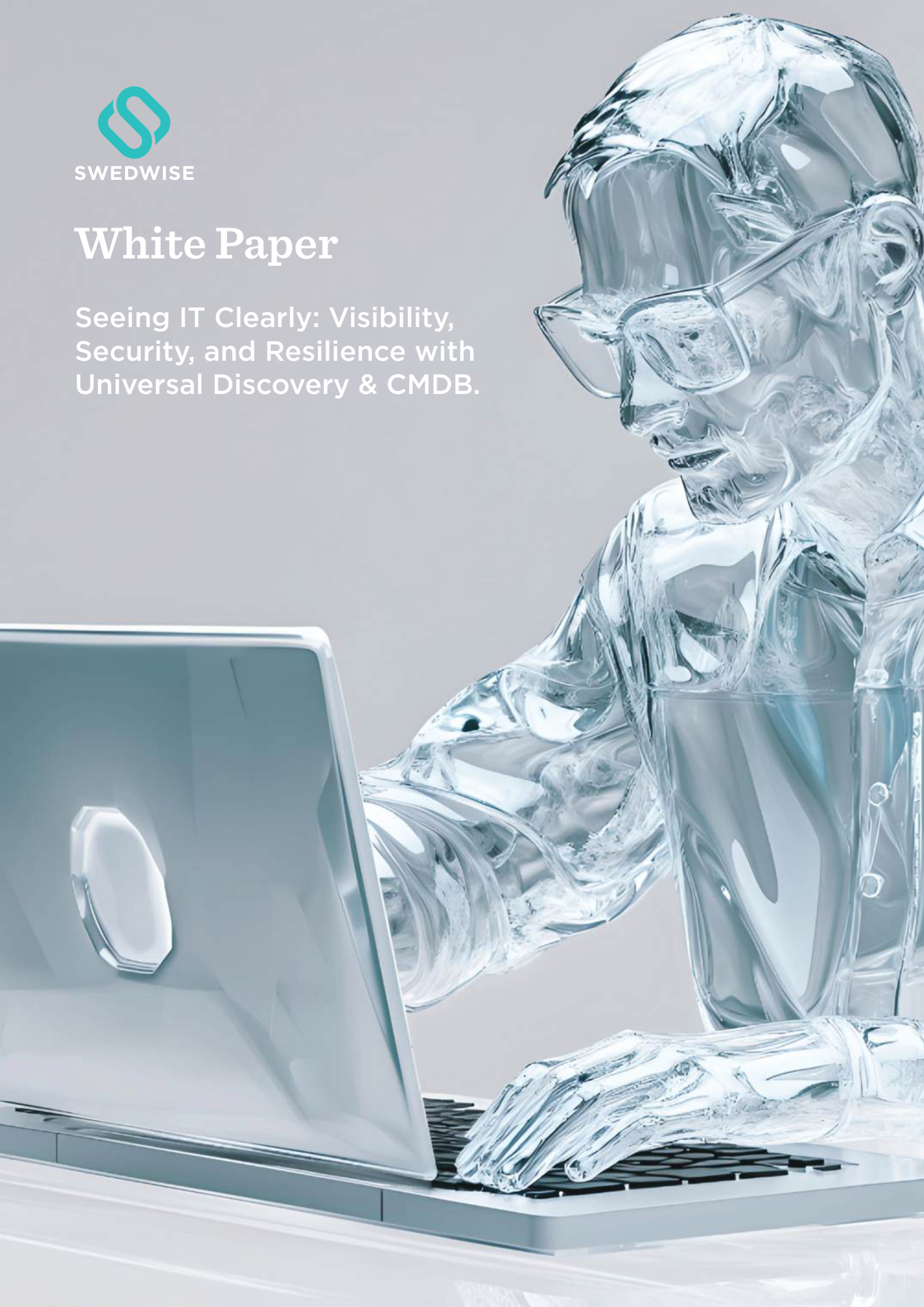




SWEDWISE

# White Paper

Seeing IT Clearly: Visibility,  
Security, and Resilience with  
Universal Discovery & CMDB.





## **ABOUT US**

### **Empowering IT Operations to Become Smarter, Faster, and More Proactive.**

Swedwise believe that time is the most valuable resource. That's why we equip organisations with the expertise and solutions they need to reclaim it.

By enabling seamless collaboration across teams, departments, and customers, Swedwise helps you create a more sustainable, efficient organisation that creates lasting value for your people, your business, and the environment.

This is why our promise is simple: "Make time for the good". With more time for your people, customers, or life's meaningful moments, Swedwise helps you focus on what truly matters.

### **Maximise the Potential of Your Organisation**

Whether you're a public-sector organisation or a private enterprise, progress requires more than just technology—it takes the right expertise and partnerships. By combining best-in-class technologies from industry leaders with our deep local expertise, we deliver solutions tailored to your specific regulatory, operational, and business needs.

### **Solve Today's Challenges. Create More Time for Tomorrow.**

Swedwise's solutions for IT Operations and ESM simplify service delivery, improve visibility, and optimise workflows. We ensure full transparency and control over your IT environment—whether on-premises, in the cloud, or across hybrid infrastructures.

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# 1 INTRODUCTION

## 1.2 The Complexity of Modern IT Operations

In today's digital landscape, enterprises must navigate an increasingly intricate IT environment, where the rapid adoption of multi-cloud infrastructures, remote workforces, and expanding digital ecosystems creates significant challenges.

With 90% of enterprises leveraging multi-cloud strategies and 88% supporting remote work,<sup>1</sup> IT teams must manage a growing network of distributed assets, virtualised workloads, and interconnected systems. The surge in SaaS applications, IoT devices, and hybrid cloud infrastructures has made traditional IT asset management approaches insufficient, leading to visibility gaps, security vulnerabilities, and operational inefficiencies.

At the same time, organisations face rising compliance and security demands such as NIS2 and DORA, requiring precise tracking of IT assets, software licenses, and data governance policies. The fragmentation of IT environments further complicates decision-making, as information is often siloed across different platforms, making it difficult to gain a holistic view of IT infrastructure.

Without a centralised IT discovery and CMDB solution, an organisation can struggle to optimise resource utilisation, mitigate risks, and ensure business continuity. To address these challenges, what's needed is real-time IT visibility, automation-driven asset management, and a structured approach to IT governance.

## 1.2 The Role of CMDB and IT Discovery

A well-maintained Configuration Management Database (CMDB) is the foundation for effective IT service management. When combined with robust discovery tools, organisations can gain complete visibility into on-premises, cloud, and hybrid infrastructures, improving compliance, security, and operational efficiency.

## 1.3 Common Challenges in IT Asset Management

**Without an advanced discovery and CMDB solution, organisations face:**

- Inconsistent IT visibility leading to increased downtime.
- Compliance risks and failed software audits, where 60% of companies undergo audits with average penalties of \$500,000<sup>2</sup>.
- Security vulnerabilities, as outdated or misconfigured assets remain unpatched and exposed to cyber threats.

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## 1.4 Why OpenText Universal Discovery and CMDB?

OpenText™ Universal Discovery and CMDB offers:

- Real-time asset visibility across cloud and on-premises environments.
- Automated dependency mapping to prevent service disruptions.
- Cost savings and compliance assurance through efficient license management.
- No vendor lock-in so organisations can achieve greater agility.

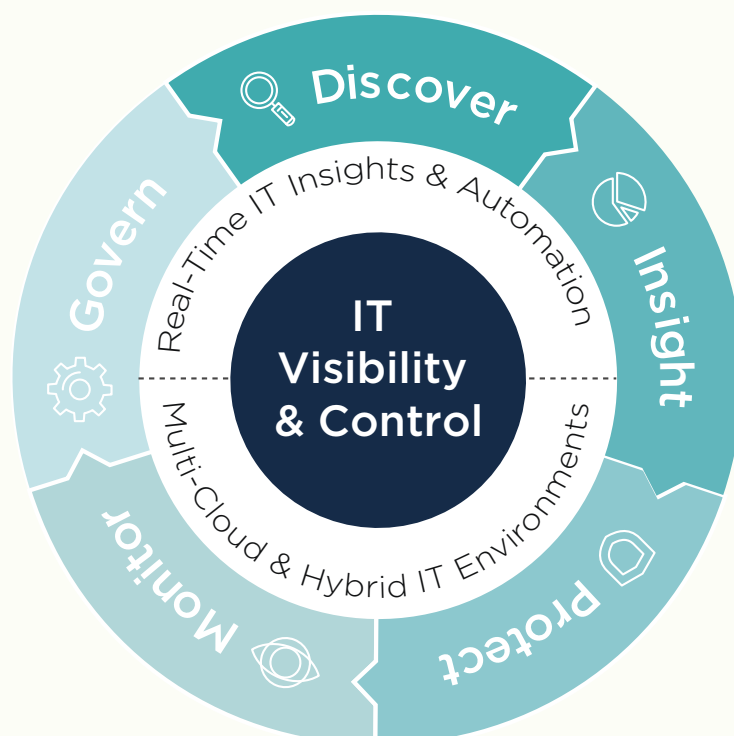
## 1.5 Swedwise: Your Trusted Partner

Ensuring Compliance, Security, and Operational Excellence

Swedwise are specialists in IT operations and enterprise service management. By integrating compliance, security, and operational efficiency into every step, we ensure organisations stay resilient in a rapidly evolving digital landscape.

As a trusted IT partner, we ensure our clients gain:

- Tailored implementation strategies for IT discovery and CMDB solutions.
- Expert support and consultation to drive operational efficiency.
- Automation-driven service management to enhance IT operations.

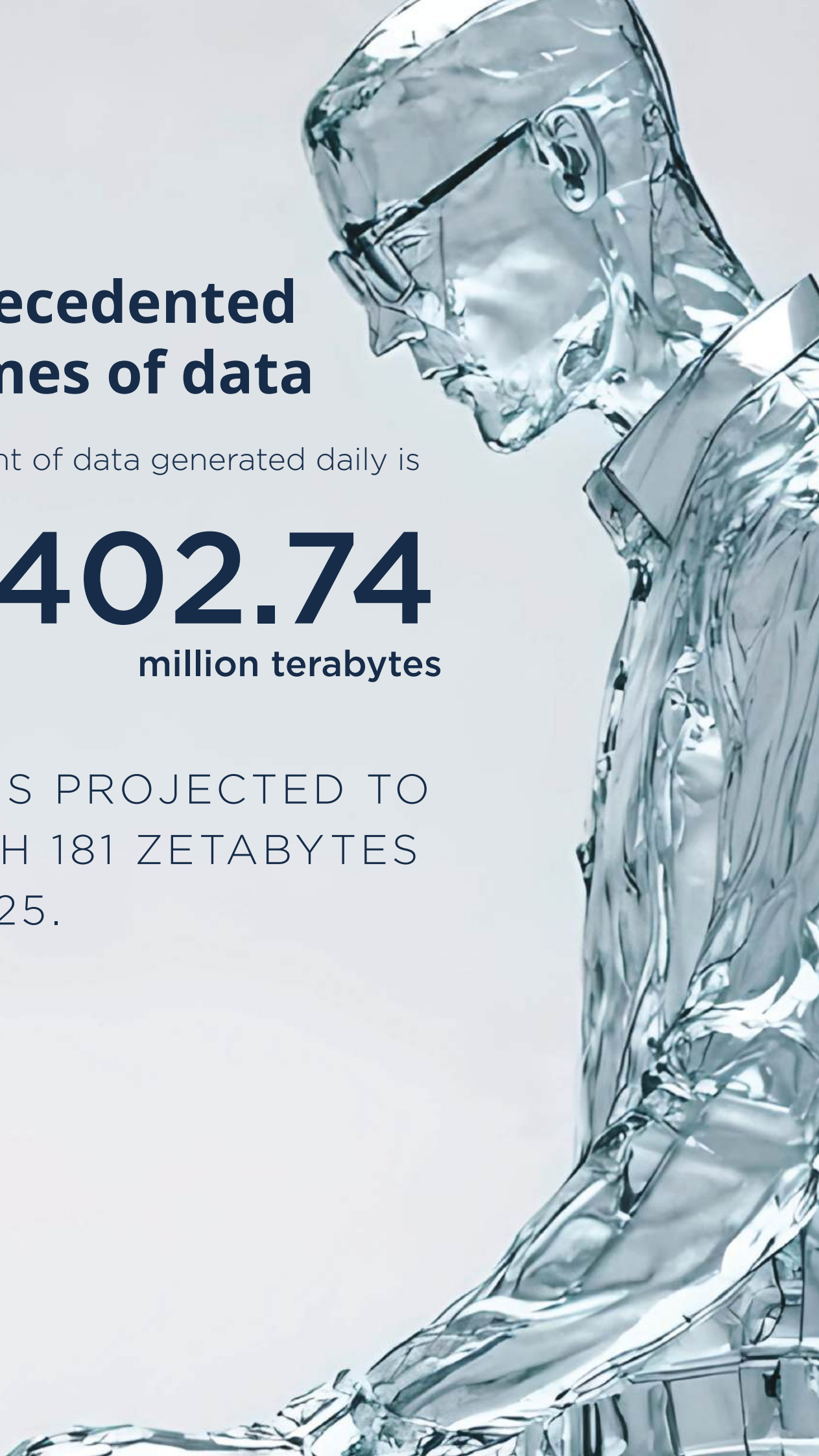


# Unprecedented volumes of data

The amount of data generated daily is

**402.74**  
million terabytes

THIS IS PROJECTED TO  
REACH 181 ZETABYTES  
IN 2025.



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## 2 THE EVOLVING IT LANDSCAPE

### 2.1 The Data Explosion and IT Complexity

Modern enterprises generate and manage unprecedented volumes of data.

- 402.74 million terabytes of data are generated daily, projected to reach 181 zetabytes by end of 2025.<sup>3</sup>
- Organisations operate across multi-cloud, hybrid, and on-premises environments, increasing IT complexity and the need for better asset visibility.

Without proper CMDB and Discovery solutions, IT teams struggle to maintain oversight, leading to inefficiencies and security vulnerabilities.

### 2.2 The Business Case for CMDB Adoption

A well-maintained CMDB should be recognised as a business-critical asset. Poor IT asset management results in unnecessary spending and compliance risks.

- 91% of enterprises see CMDB as essential for IT operations, performance management, and cloud migration.<sup>4</sup>
- 60% of organisations have undergone a software audit in a two-year period, with average penalties reaching \$500,000 per audit.<sup>5</sup>

### 2.3 The Biggest Challenges Facing IT Operations

#### 2.3.1 Data Silos

The fragmentation of IT data across multiple systems limits efficiency and strategic decision-making. 81% of senior business leaders report that their data is scattered across silos, hampering AI-driven IT operations.<sup>6</sup>

#### 2.3.2 Security Vulnerabilities

82% of security breaches involve data stored in the cloud, emphasizing the need for continuous monitoring and real-time discovery.<sup>7</sup>

#### 2.3.3 Resource Constraints

IT teams face budgetary and organisational challenges that slow innovation:

- 56% of IT leaders cite budget restrictions as their biggest obstacle.<sup>8</sup>
- 51% struggle with internal resistance to change when implementing new IT solutions.<sup>9</sup>

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## 2.4 IT Complexity Impact on Incident Resolution

As IT environments grow in complexity, organisations struggle to resolve incidents efficiently. 45% of IT teams report that incident resolution times have increased due to growing infrastructure complexity.<sup>10</sup> Organisations with outdated or incomplete CMDBs experience 50% longer downtime during critical incidents due to a lack of visibility into affected systems.<sup>11</sup>

## 2.5 Cloud Expansion and IT Asset Sprawl

Multi-cloud adoption is driving IT asset sprawl, making tracking and governance more challenging. 76% of organizations say multi-cloud adoption has increased IT complexity, making asset tracking harder.<sup>12</sup> The average enterprise has over 400 different SaaS applications deployed, yet 30% remain underutilised or untracked, leading to cost inefficiencies and compliance risks.<sup>13</sup>

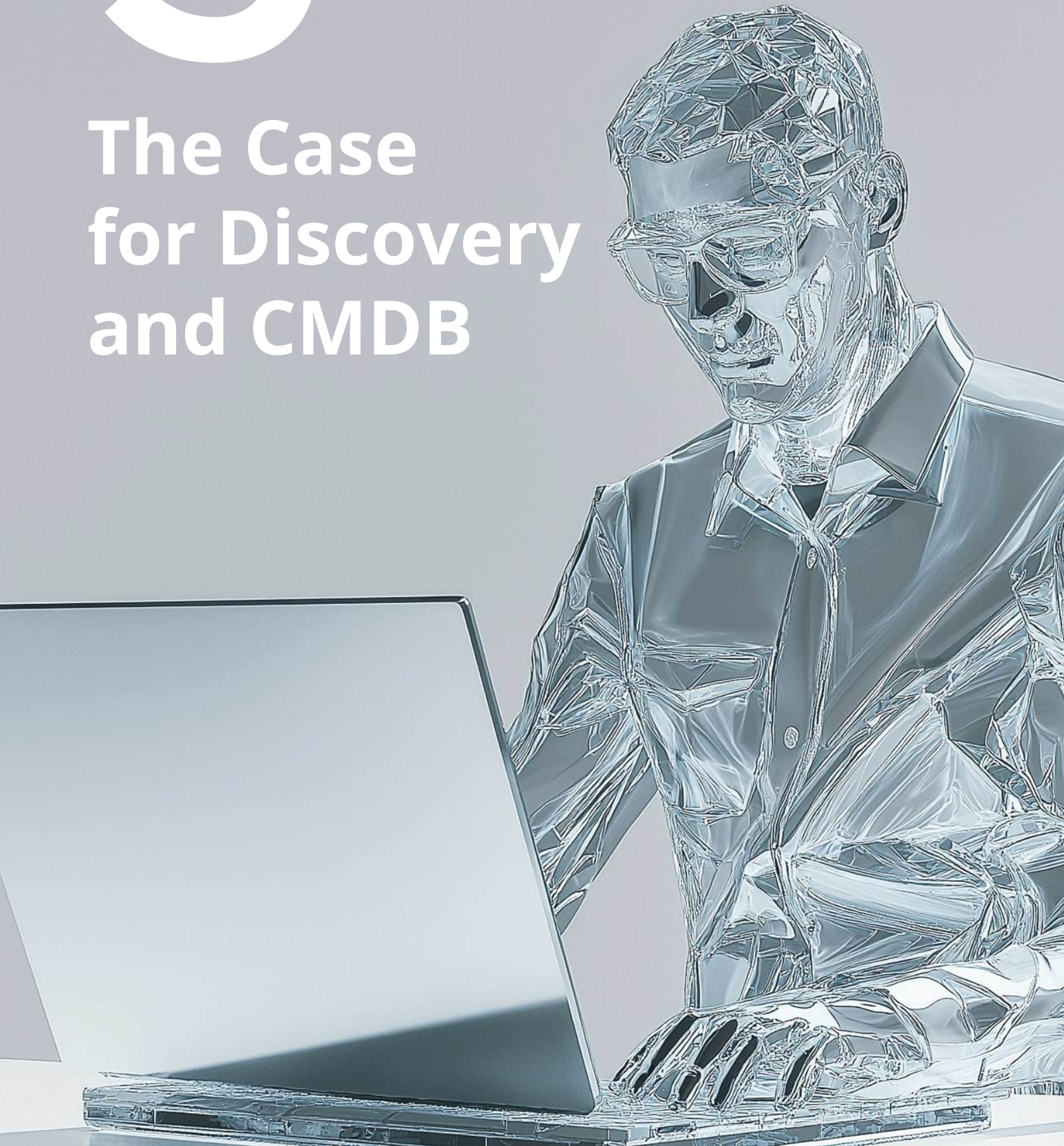
Without real-time IT discovery, ghost assets (unused IT resources) account for 30% of an organisation's total IT infrastructure, creating wasted spend and security risks.<sup>14</sup>

## 2.6 The Next Evolution in IT Management

With AI-driven IT operations (AIOps) on the rise, organisations need accurate and up-to-date CMDBs to enable automation. A recent KPMG survey reveals that 85% of leaders cite data quality as their most significant challenge in AI strategies for 2025.<sup>15</sup> AI-driven CMDBs improve change management efficiency significantly, reducing unintended service disruptions.<sup>16</sup> Further to this, predictive analytics powered by AI can prevent major IT outages, but only if CMDB data is accurate and continuously updated.

# 3

## The Case for Discovery and CMDB



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# 3 THE CASE FOR DISCOVERY AND CMDB SOLUTIONS

## 3.1 A Holistic View

A well-maintained CMDB serves as the backbone of effective IT service management. It offers a holistic view of the IT environment, encompassing hardware, software, networks, and dependencies. Organisations that fail to implement robust discovery solutions face longer incident resolution times, failed software audits, and compliance risks. With IT becoming more complex due to multi-cloud adoption, the demand for better discovery and visibility is greater than ever:

**Enhanced Decision-Making:** Up-to-date configuration data facilitates proactive management of IT assets.

**Improved Incident Management:** A comprehensive CMDB aids in quicker root cause analysis, reducing mean time to repair (MTTR) and minimizing service disruptions.

**Change Management :** Understanding the relationships between configuration items allows for better assessment of change impacts, reducing the risk of unintended consequences.

**Regulatory Compliance:** Detailed records of IT assets and their configurations supports compliance with industry regulations and standards.

## 3.2 Cost Savings & Operational Efficiency

Using a feature-rich CMDB leads to fewer change-related outages and reduces license non-compliance fines:

### Dependency Mapping & Service Impact Analysis

Only 55% of employees feel fully supported by their Service Desk.<sup>17</sup> A CMDB with discovery helps IT teams map relationships between assets, preventing unexpected outages and improving change management.

### Security & Compliance Advantage

Organisations using discovery-driven CMDBs achieve compliance with ISO 27001, NIST, GDPR, NIS2 and DORA, reducing audit risks and security vulnerabilities.<sup>18</sup>

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## 3.3 Future-Proofing IT Operations with Discovery and CMDB

As IT environments grow in complexity, organisations must ensure that their IT service management strategy remains resilient, secure, and adaptable to future challenges. A well-implemented CMDB with automated discovery is not just about operational efficiency—it is an essential safeguard for long-term IT sustainability, security, and compliance.

### Key Considerations for the Future

- **Reducing Complexity in Multi-Cloud & Hybrid IT:** With 75% of enterprise data projected to be processed outside traditional data centers by 2025,<sup>19</sup> maintaining visibility and control across distributed environments is more critical than ever. CMDB-driven discovery ensures full asset awareness across cloud, hybrid, and on-prem infrastructures.
- **AI-Driven IT Operations & Automation:** AI-powered IT operations (AIOps) are revolutionising incident detection and automation, yet 73% of IT leaders cite poor data quality as a key challenge.<sup>20</sup> A continuously updated CMDB provides structured, real-time data that AI-driven IT management tools rely on.
- **Security & Compliance as a Continuous Process:** With 35% of cyber incidents linked to misconfigured or untracked IT assets,<sup>21</sup> discovery-driven CMDBs play a vital role in mitigating security risks and ensuring compliance with ISO 27001, NIST, GDPR, NIS2 and DORA.
- **Vendor-Neutral:** As IT ecosystems grow increasingly diverse, relying on a vendor-neutral discovery and CMDB strategy is key for future proofing. This approach allows organisations to integrate various IT assets across multi-cloud, hybrid, and on-prem environments without dependency on a single provider - ensuring continuous alignment with evolving business needs.

### The Need for a Proactive Approach

- Organisations that fail to invest in a discovery-enabled CMDB risk falling behind in automation, security, and compliance.
- Implementing a future-proof CMDB strategy ensures that IT operations remain agile, resilient, and aligned with emerging trends in AI, cloud governance, and cybersecurity.
- IT leaders must view CMDB & discovery as a long-term investment, enabling them to reduce costs, strengthen security, and optimize IT service management in an evolving digital landscape.

# 4

## Features and Benefits



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# 4 OPENTEXT DISCOVERY & CMDB

## 4.1 Real-Time IT Visibility

Imagine gaining crystal-clear visibility into your IT environment – not a static snapshot, but a continuous, dynamic view of your entire IT infrastructure. Universal Discovery and CMDB from OpenText™ give you real-time mapping of every asset, connection and dependency – so you always see the complete picture.

This agnostic solution integrates seamlessly with your existing tools (e.g. ServiceNow, BMC, Jira, OpenText and Microsoft), enabling you to identify issues, prioritise actions and discover new opportunities as they arise. It's the foundation that enables smarter, more efficient and proactive IT operations.



*With OpenText Discovery & CMDB, organisations gain a living, breathing map of their IT landscape - helping to quickly identify risks, ensure compliance, and maintain control over infrastructure—no matter how complex the environment.”*

MARTIN HERMANSSON,  
SENIOR SOLUTIONS ARCHITECT,  
SWEDWISE.

## 4.2 Key Benefits

**Audit Compliance:** Build a comprehensive CMDB of IT assets and configuration items (CIs) across on-premises and multicloud environments, including endpoints and networking devices.

**Improved Security:** Swiftly identify misconfigured or noncompliant infrastructure, as well as outdated or vulnerable software, to reduce risks in complex environments.

**Work-from-Home Visibility:** Ensure compliance and oversight in remote IT environments.

**Cost Control:** Help rationalise software licensing and reduce unnecessary spending.

**Cloud Migration Optimisation:** Understand how your infrastructure delivers business-critical applications and services to improve change management and incident response.

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## 4.3 Breaking Down Silos with Vendor-Neutral Integration

IT environments are often fragmented, with different teams relying on disparate tools for asset management, service requests, security monitoring, and automation. Without a central source of truth, visibility gaps emerge, leading to inefficiencies and increased risks. By leveraging the agnostic OpenText Discovery & CMDB, organisations gain:

- **Unified Data Across IT Ecosystems:** Whether using ServiceNow, BMC, Jira, OpenText, Microsoft, or other platforms, OpenText Discovery & CMDB acts as a central repository for IT asset and service dependencies.
- **Flexible API-Driven Connectivity:** The ability to integrate with existing ITSM, ITOM, and security solutions without vendor lock-in ensures that organisations can scale their IT management capabilities as needed.
- **Automation & AI Synergies:** IT automation and AI-driven operations (AIOps) rely on accurate and complete data. OpenText Discovery & CMDB is fully integrated and ensures that automated workflows, predictive analytics, and machine learning models are working with real-time, reliable information.
- **Compliance:** Mandates such as NIS2 and DORA, organizations must maintain a real-time, auditable inventory of IT assets and dependencies. OpenText Discovery & CMDB ensures continuous regulatory alignment by integrating data across multi-cloud, hybrid, and on-prem environments.

### 4.2.2 Improved Incident & Change Management

The agnostic OpenText Discovery & CMDB ensures that IT teams can analyse the full impact of incidents and changes across a multi-vendor IT landscape. When a system update is required, dependency mapping enables teams to:

**Assess Risks Before Implementation:** Reduce downtime by understanding how configuration changes impact interconnected applications and services.

**Ensure Compliance & Security Alignment:** Automated policy enforcement ensures that changes meet compliance standards such as GDPR, ISO 27001, NIST, NIS2 and DORA.

**Reduce Integration Complexity:** Avoid costly rework and system conflicts by ensuring IT tools communicate efficiently via a unified CMDB.

***By eliminating vendor lock-in and fostering a fully integrated IT environment, organisations can achieve greater agility, operational efficiency, and resilience. OpenText Universal Discovery and CMDB empowers businesses to manage complexity with confidence, ensuring that IT service management remains adaptable to evolving business needs.***



OpenText™ Universal Discovery and CMDB is a vendor-neutral configuration management solution, deployed as SaaS, on premises, in the cloud or as a hybrid.

## 4.4 Key Features



### Comprehensive IT Asset Visibility

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.



### Advanced Network Discovery

Discover more than 250 vendors and 3,500 network devices for detailed Layer-2 discovery of physical and virtual networking components, including SDN, SDWAN, firewall, and wireless.



### Dynamic Software Discovery

Draw from a constantly growing content library that recognizes 140,000+ software titles with end-of-life data to strengthen the compliance and security of installed software.



### Service Mapping and Modeling

Understand how your infrastructure delivers business critical applications and services to improve configuration management, and mean-time-to-repair (MTTR).



### Automated Change Detection

Detect configuration changes to prevent unauthorized modifications. This feature ensures that IT teams are alerted to critical updates or potential risks before they impact business operations.

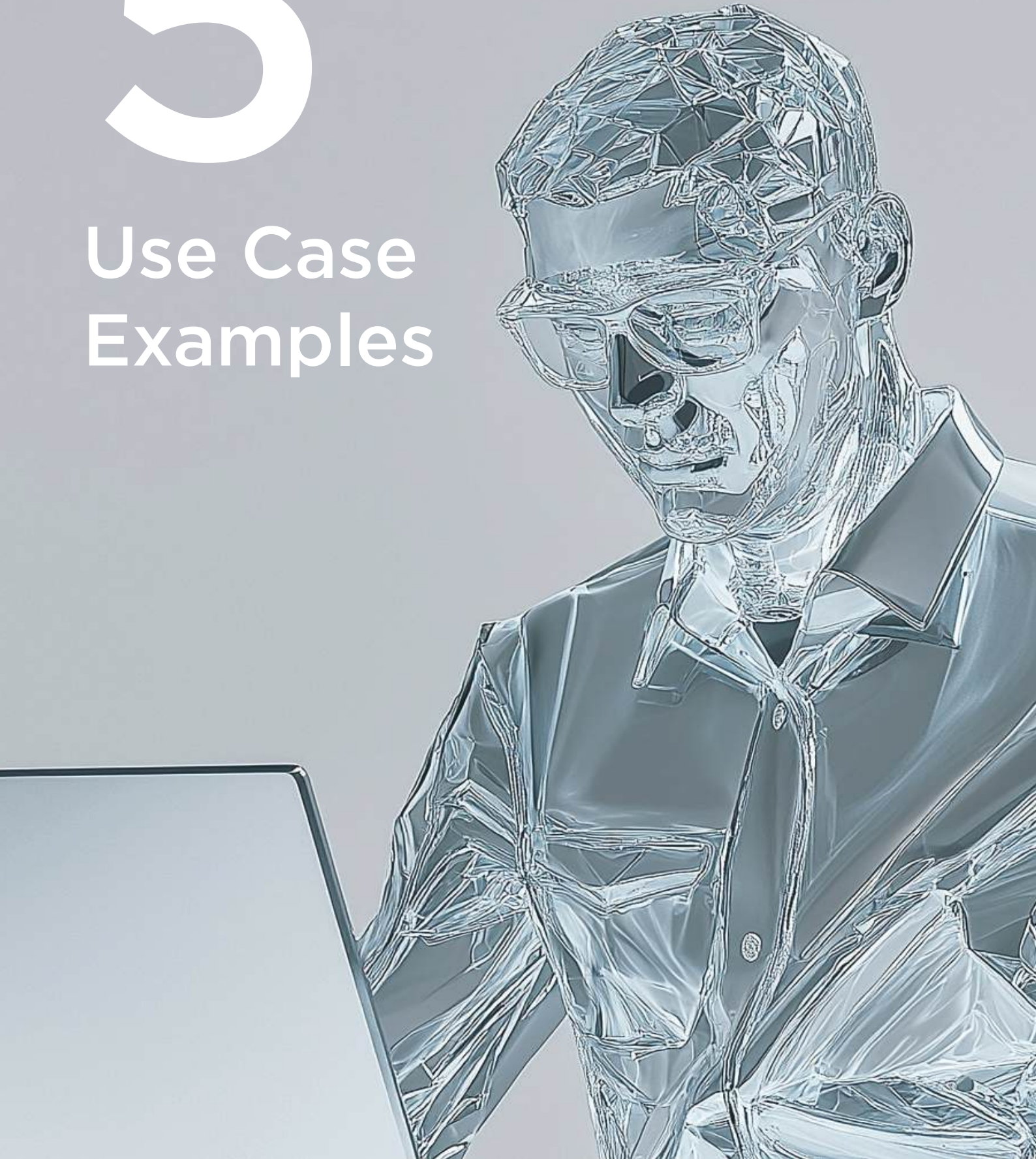


### IT Governance and Compliance Tracking

Ensure continuous compliance with industry regulations such as NIS2, DORA, and GDPR by automatically tracking configuration changes and policy adherence.

# 5

## Use Case Examples



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# 5 USE CASE EXAMPLES

OpenText Universal Discovery and CMDB enables organisations to achieve full visibility, reduce IT complexity, and proactively manage risks. Below, we explore key real-world use cases, separated into two areas: CMDB-driven use cases and Discovery-driven use cases.

## 5.1 Use Cases for CMDB

### 5.1.1 Managing IT Asset Lifecycle & Software Audits

**Objective:** Ensure compliance, optimise asset usage, and reduce software audit risks.

Many organisations struggle with tracking IT assets across their lifecycle, leading to license violations and unnecessary spending.

OpenText CMDB automates IT asset management, allowing businesses to:

- Maintain real-time inventory tracking.
- Ensure license compliance and prevent over-purchasing.
- Generate audit-ready reports for software vendors and regulatory bodies.

**Example in Action:** A multinational company undergoing a vendor software audit uses CMDB to quickly generate compliance reports, avoiding potential fines and optimising software licensing.

### 5.1.2 Service Impact Analysis & Change Management

**Objective:** Prevent outages before they happen with a clear service dependency view.

- CMDB maps IT components to their business services, allowing teams to understand how changes impact applications and infrastructure.
- IT teams can simulate the impact of software updates or system changes before deployment.

**Example in Action:** An IT team preparing for a critical server upgrade uses CMDB to simulate dependencies and avoid breaking a mission-critical financial application.

### 5.1.3 Incident & Problem Resolution

**Objective:** Reduce MTTR (Mean Time to Resolution) and improve root cause analysis.

When an incident occurs, CMDB provides historical records of configuration changes, allowing teams to identify the cause faster.

By mapping dependencies, teams can prioritize affected business services and reduce downtime.

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**Example in Action:** A large company experiences a service outage and uses CMDB to trace the issue back to a misconfigured database cluster, reducing downtime by 50%.

#### 5.1.4 Regulatory Compliance & Audit Readiness

**Objective:** Ensure organisations meet ISO 27001, NIST, GDPR, and other compliance standards such as NIS2, and DORA.

- CMDB helps organisations maintain a complete, auditable history of IT changes, ensuring compliance with industry regulations.
- Automated documentation and reporting reduce the risk of compliance violations and penalties.

**Example in Action:** An organisation must comply with GDPR regulations. With CMDB, they document system configurations and security measures, avoiding legal penalties.

## 5.2 Use Cases for Discovery

### 5.2.1 Multi-Cloud & Hybrid Infrastructure Visibility

**Objective:** Gain real-time visibility across cloud, hybrid, and on-prem environments.

With IT infrastructure spread across AWS, Azure, VMware, and on-prem servers, organisations struggle to track and manage their environments.

OpenText Universal Discovery automates asset discovery, providing IT teams with:

- A single source of truth for all IT assets.
- Automated real-time tracking of virtual machines, network devices, and storage.
- Continuous updates to reflect infrastructure changes.

**Example in Action:** An organisation transitioning to a hybrid cloud uses OpenText Discovery to map dependencies between on-prem applications and cloud workloads, ensuring a seamless migration.

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## 5.2.2 Security & Compliance Monitoring

**Objective:** Identify misconfigured servers and outdated software that pose security risks.

- OpenText Discovery enables security teams to scan IT environments for vulnerabilities.
- Automated scans detect unpatched systems, exposed databases, and compliance violations.

**Example in Action:** An organisation using OpenText Discovery identifies 30+ misconfigured servers that were accidentally left exposed to the internet, preventing a potential security breach.

## 5.2.3 Dynamic Network Topology Mapping

**Objective:** Understand how network components interact to prevent outages.

Discovery provides Layer-2 and Layer-3 topology mapping, allowing IT teams to:

- Detect network misconfigurations before they cause failures.
- Identify unused or redundant network devices.
- Improve troubleshooting efficiency.

**Example in Action:** An organisation experiences intermittent network outages. OpenText Discovery identifies an improperly configured firewall, restoring stability.

## 5.2.3 Software License & Cost Optimisation

**Objective:** Identify unused software to reduce IT spend.

OpenText Discovery tracks installed vs. licensed software, helping IT teams identify unused applications for decommission.

**Example in Action:** using OpenText Discovery cuts IT software costs by identifying and eliminating unused SaaS subscriptions.

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# 6 CONCLUSION

## 6.1 Multi-layered Discovery with Deep Integration

Organisations face unprecedented complexity, security threats, and compliance pressures. Without robust discovery and configuration management solutions, they risk operational inefficiencies, escalating costs, and regulatory failures. IT teams meanwhile struggle with incomplete asset visibility, unidentified security gaps, and rising infrastructure costs, leading to higher downtime, compliance fines, and cybersecurity vulnerabilities.

Modern IT environments therefore require more than just static asset tracking. OpenText Universal Discovery offers multi-layer discovery capabilities, covering everything from network components to business-critical applications. OpenText's Universal Discovery & CMDB leverages agent-based, agentless, and hybrid discovery methods to ensure IT teams always have access to the most accurate, real-time asset data.

Furthermore, OpenText's deep integration with cloud providers such as AWS, Azure, Google Cloud, Oracle Cloud, VMware, and Kubernetes ensures organisations maintain full control over their hybrid IT environments. With built-in compliance policies for ISO 27001, GDPR, and DORA, businesses can stay ahead of regulatory demands while reducing their audit preparation burden.

While other IT discovery and CMDB solutions exist, OpenText sets itself apart by delivering business outcomes that extend beyond basic functionality. By choosing OpenText, organisations gain a future-ready, scalable, and flexible IT-Operations toolkit that enhances long-term resilience. With OpenText, enterprises are not just managing IT—they are future-proofing it, ensuring adaptability, security, and operational efficiency in an evolving digital landscape.

## 6.2 Beyond Common Functionality

### 6.2.1 Security

Cybersecurity risks continue to grow, making proactive asset management essential for protecting business operations. Unauthorised changes, misconfigurations, and outdated software are among the leading causes of security incidents, often leaving organizations exposed to data breaches.

OpenText Universal Discovery automates risk detection by identifying potential security gaps before they can be exploited. Unlike many competitors, OpenText's solution provides multi-layer discovery capabilities, ensuring organisations have full visibility into their IT ecosystem—from physical infrastructure to cloud-based applications.

### 6.2.2 Total Cost of Ownership

IT cost reduction is another major business driver. Many organisations waste millions in unnecessary software licensing costs due to poor asset visibility. OpenText Discovery & CMDB helps eliminate

# 6

## Security Compliance and Control



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IT overspending by identifying unused software, rationalizing license allocations, and optimizing cloud resources.

### 6.2.3 Flexible Deployment

Unlike many vendors that lock organisations into rigid deployment models, Swedwise provides flexible deployment options, allowing businesses to implement Discovery & CMDB on-premises, in the cloud, as a SaaS-based model or as a hybrid of two or more of these. This ensures enterprises can scale their IT operations without incurring hidden infrastructure costs or complex migration challenges.

### 6.2.4 Commitment to Innovation

Additionally, vendor longevity and ecosystem alignment are critical decision factors. Organisations investing in IT discovery and CMDB solutions need to ensure stability and long-term support. OpenText solutions have a proven track record of ongoing innovation, enterprise-grade security, and continuous enhancements, making them preferred choice for businesses that cannot afford to gamble on uncertain vendors. Seamless integration with SAP, ServiceNow, Microsoft, and hybrid-cloud environments further ensures that organisations avoid disjointed IT operations and compatibility issues.

## 6.3 Strategic Considerations

For CIOs, IT steering committees, and procurement teams, the choice is not just about technical capabilities—it's about strategic IT leadership. Selecting an alternative means taking on higher compliance risks, greater operational costs, limited security oversight, and an uncertain vendor future. In contrast, choosing OpenText™ with Swedwise ensures a future-proof, secure, and scalable solution that delivers compliance, cost-efficiency, and IT governance at scale.

### The OpenText Advantage:

- Real-time asset discovery with AI-driven automation ensures IT teams always have accurate visibility.
- Proactive cybersecurity risk mitigation detects misconfigurations before they create security gaps.
- Cost optimisation features eliminate software overspending and rationalize cloud resources.
- Flexible deployment options (on-prem, cloud, SaaS) provide full control over IT strategy.
- Deep integrations with enterprise applications prevent vendor lock-in and maximize IT Investment value.

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In conclusion, there is a choice to be made between managing risk with uncertain, fragmented alternatives, or investing in a proven, future-ready solution that guarantees compliance, cost savings, and long-term IT resilience.

Future-ready enterprises choose solutions that provide not just visibility but real-time control, automation, and governance. OpenText™ Universal Discovery & CMDB—delivered by Swedwise—ensures organisations are prepared for whatever comes next.

OpenText™ Universal Discovery & CMDB—delivered by Swedwise, is a future-ready solution that guarantees compliance, cost savings, and long-term IT resilience.

*In a world where digital resilience defines business success, investing in the right IT discovery and CMDB solution is no longer just about technology—it's about ensuring long-term operational stability, security, and efficiency. The right approach provides not only visibility but control, enabling organisations to navigate complexity with confidence.*

# 7 ABOUT SWEDWISE

Swedwise is committed to equipping organisations with the expertise, technology, and solutions they need to operate smarter and more efficiently—so they can focus on adding value to their business.

Founded in 2010, Swedwise has become a trusted partner for private and public organisations across healthcare, manufacturing, retail, and beyond. By bridging information silos, streamlining service management, and optimising system integration, we transform how businesses collaborate—creating lasting value for people, organisations, and the environment.

## 7.1 Swedwise Differentiators

Swedwise is more than just a reseller of leading solutions; we are strategic enablers of digital transformation for Nordic organisations.

Unlike larger, slow-moving players, we offer agility, personal service, and deep local expertise; ensuring that enterprises don't just implement new IT solutions but maximise their full potential.

## 7.2 Transform Your IT Operations with Swedwise



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## 7.3 Bridging Information Silos

Many businesses find themselves stuck on an every widening information plateau—where data is abundant but trapped in silos. Compliance becomes reactive rather than proactive, and digital workflows remain fragmented. At Swedwise, we help organisations break through this plateau and take digital transformation to the next stage by:

- **Optimising IT Operations:** Connecting fragmented systems, eliminating inefficiencies, and improving workflows.
- **Ensuring Compliance & Security:** Keeping enterprises ahead of regulations while safeguarding critical information.
- **Advancing Digital Maturity:** Assessing digital evolution and guiding businesses towards greater resilience.

## 7.4 Intelligent Information Management

**Fast. Flexible. Secure. Future-Ready.**

By partnering with Swedwise, organisations don't just implement new technologies—they gain a trusted IT operations partner committed to long-term digital success. Whether improving IT discovery and CMDB, optimising enterprise service management, or streamlining content management, we provide the expertise and strategic guidance needed to turn IT investments into real business value.

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# 8 ABOUT OPENTEXT

## 8.1. Why Swedwise Recommends OpenText for IT Operations

Organisations need more than just effective tools—they need a proven technology partner relationship that enables them to work smarter, faster, and more securely. That’s why Swedwise has chosen OpenText™ as its strategic technology provider for IT Operations, Enterprise Service Management (ESM), and IT Service Management (ITSM).

### 8.1.2 The OpenText Advantage: A Leader in IT Operations

OpenText™ is a global leader in enterprise information management, trusted by 90% of Fortune 1000 companies. With the world’s broadest portfolio of Information Management solutions, OpenText empowers businesses to streamline IT operations, enhance service management, and achieve full operational visibility.

### 8.1.3 A Broad, Business-Centric Approach

Many ITSM and IT Operations platforms focus solely on incident management or service tracking. OpenText takes a broader, business-centric approach, allowing organisations to:

- Unify IT service management and operations under one intelligent platform.
- Increase resilience by integrating AIOps, discovery, and CMDB.
- Eliminate complexity by offering a truly composable, scalable IT operations cloud.

### 8.1.4 Flexibility Without Vendor Lock-In

OpenText™ ITOM and ITSM solutions designed to be modular and interoperable. This means organisations can adopt its IT operations solutions in pieces, seamlessly integrating them with existing ITOM tools while still consuming and providing data across multiple ITSM platforms.

With support for open standards, organisations can integrate best-in-class components as their needs evolve—ensuring agility, resilience, and long-term adaptability without the need for disruptive system overhauls.

This approach allows IT teams to optimise their service operations at their own pace, reducing complexity and enhancing visibility while maintaining full control over their technology ecosystem.

# 9 REFERENCES & SOURCES

## 1. Multi-Cloud and Remote Work Adoption

90% of enterprises leverage multi-cloud strategies, and 88% support remote work.

Source: Flexera 2023 State of the Cloud Report

## 2. Software Audit Compliance Risks

60% of companies undergo software audits, with an average penalty of \$500,000.

Source: IDC Report on Software Compliance

## 3. Global Data Growth

402.74 million terabytes of data daily, projected to reach 181 zetabytes by 2025.

Source: IDC Global DataSphere Report

## 4. CMDB Adoption Importance

91% of enterprises see CMDB as essential for IT operations.

Source: Forrester: The State of Service Management 2022

## 5. Software Audit Compliance Risks

60% of companies undergo software audits, with an average penalty of \$500,000.

Source: IDC Report on Software Compliance

## 6. Data Silos and AI-Driven IT Operations

81% of senior business leaders report scattered data across

silos, hampering AI-driven IT operations.

Source: Cisco AI Readiness Report 2024

## 7. Cloud Security Vulnerabilities

82% of security breaches involve data stored in the cloud.

Source: IBM Cost of a Data Breach Report 2024

## 8. IT Budget Constraints

56% of IT leaders cite budget restrictions as their biggest obstacle.

Source: Gartner 2024 IT Priorities and Challenges: Insights from the Field

## 9. Resistance to IT Change

51% struggle with internal resistance to change when implementing new IT solutions.

Source: Gartner Digital Transformation Survey

## 10. Incident Resolution & IT Complexity

45% of IT teams report that incident resolution times have increased.

Source: EMA IT Operations Report, 2023

## 11. Impact of Outdated CMDBs on Downtime

Organisations with outdated CMDBs experience 50% longer downtime.

Source: Forrester Total Economic Impact Survey 2020

## 12. Multi-Cloud Complexity & Asset Tracking

76% of organizations say multi-cloud adoption has increased IT complexity, making asset tracking harder.

Source: Flexera 2023 State of the Cloud Report

## 13. SaaS Application Underutilization & Compliance Risks

The average enterprise has over 400 different SaaS applications deployed, yet 30% remain underutilized or untracked.

Source: Madx Xensam

## 14. Ghost Assets in IT Infrastructure

Without real-time IT discovery, ghost assets account for 30% of an organisation's total IT infrastructure.

Source: Ivanti

## 15. Data Quality Challenges in AI-Driven IT Operations (AIOps)

85% of leaders cite data quality as their most significant challenge in AI strategies for 2025.

Source: KMPG

## 16. AI-Driven CMDBs & Change Management Efficiency

AI-driven CMDBs improve change management efficiency, reducing unintended service disruptions.

Source: Opentext

## 17. Dependency Visibility & Service Disruptions

Only 55% of employees feel fully supported by their Service Desk.

Source: Forrester The state of the service desk, 2024

## 18. Compliance Rates for Discovery-Driven CMDBs

Organisations using discovery-driven CMDBs achieve 95%+ compliance with ISO 27001, NIST, and GDPR.

Source: device 42

## 19. Enterprise Data Processing Outside Traditional Data Centers

75% of enterprise data projected to be processed outside traditional data centers by 2025.

Source: Forbes/Gartner

## 20. AI Operations & Data Quality Challenges

73% of IT leaders cite poor data quality as a key challenge for AI-driven IT operations (AIOps).

Source: Siemens

## 21. Cyber Incidents & Untracked IT Assets

35% of cyber incidents are linked to misconfigured or untracked IT assets.

Source: IBM: The Cost of Data Breach Report 2024



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