

OPENTEXT UNIVERSAL DISCOVERY AND CMDB

Get your CMDB right – with powerful Discovery

Give your CMDB the data it deserves.

THE FOUNDATION

Service management built on current data

When the CMDB reflects reality, every service management process has a better basis to work from. Discover, integrate and reconcile – the foundation for lower MTTR, safer changes and faster resolution.

DISCOVER

Comprehensive inventory



On-premises, cloud and hybrid environments are inventoried continuously – with or without an agent.

AWS · Azure · Google GKE · Oracle Cloud · VMware vCenter · SCVMM · OpenStack · vCloud · Intune

INTEGRATE

Bidirectional integration



Ready-made connectors bring in data and federate queries to existing service management systems, without full replication.

Integrates with platforms such as ServiceNow, Microsoft SCCM, BMC Atrium and BMC Remedyforce.

RECONCILE

Automatic reconciliation



Multiple sources describe the same asset in different ways. Reconciliation keeps one authoritative record per item.

Matches CIs across sources · Resolves conflicts automatically · Retains full CI history

CLARITY

What does your discovery cost over time?

The licensing model determines what is included and what is added as your environment grows.

HOW WE HELP

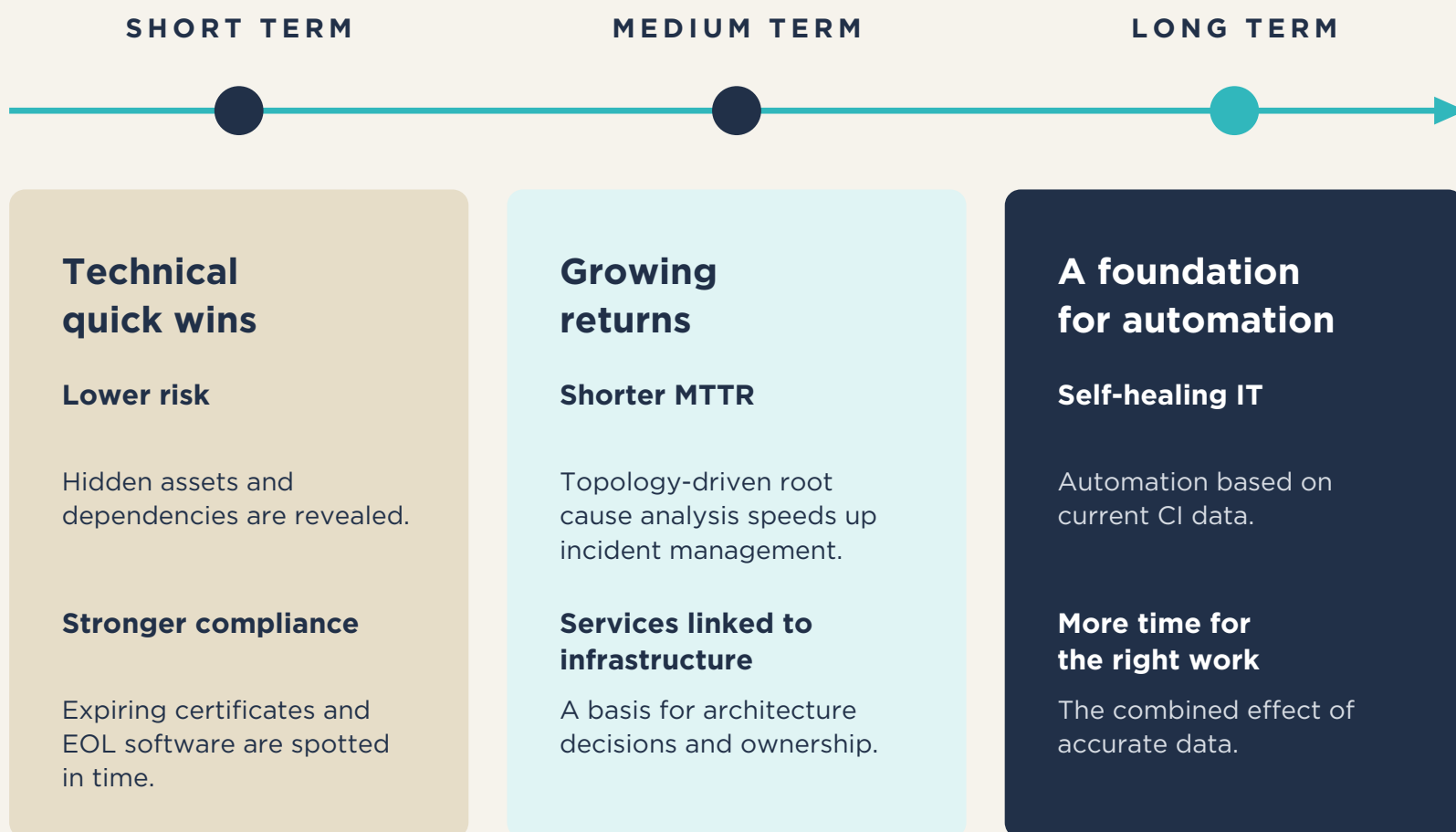
We go through the licensing model together with you and show what is included in your current setup.

VALUE OVER TIME

Think big, start small

Value grows as the programme matures.

From first deployment



GET STARTED

Up and running in three steps

Three steps from decision to discovery in production.

1

Activate the adapter

The adapter connects to your existing service management system.

2

Set up users

Users and permissions are configured to match your model.

3

Go live

Start with the default settings or adapt them to your needs.

Your existing CMDB stays in place

The setup complements what you already have.

NEXT STEP

Give your CMDB the data it deserves

Swedwise is an OpenText partner in Service Management.
We help you get from where you are to current, accurate CI data.

See the possibilities in your service management

Swedwise helps you create greater flexibility, control and value in your service management. Talk to us about your needs and opportunities.

swedwise.com