

## SAMANAGE CMDB, ENTERPRISE EDITION

For organizations to achieve their service management goals, you need to know what IT assets and services you have and how they are supporting business needs. Without accurate, timely data about your IT assets and services its difficult to manage configuration and change processes to deliver better service, control costs, drive compliance, and ensure business continuity.

**Samanage CMDB, Enterprise Edition** provides a robust configuration management database (CMDB) and IT asset management solution that lets you capture all of your critical assets, services, and relationships through configuration items (CI). With Samanage CMDB, you can get the most up-to-date configuration of your environment to maximize service success.

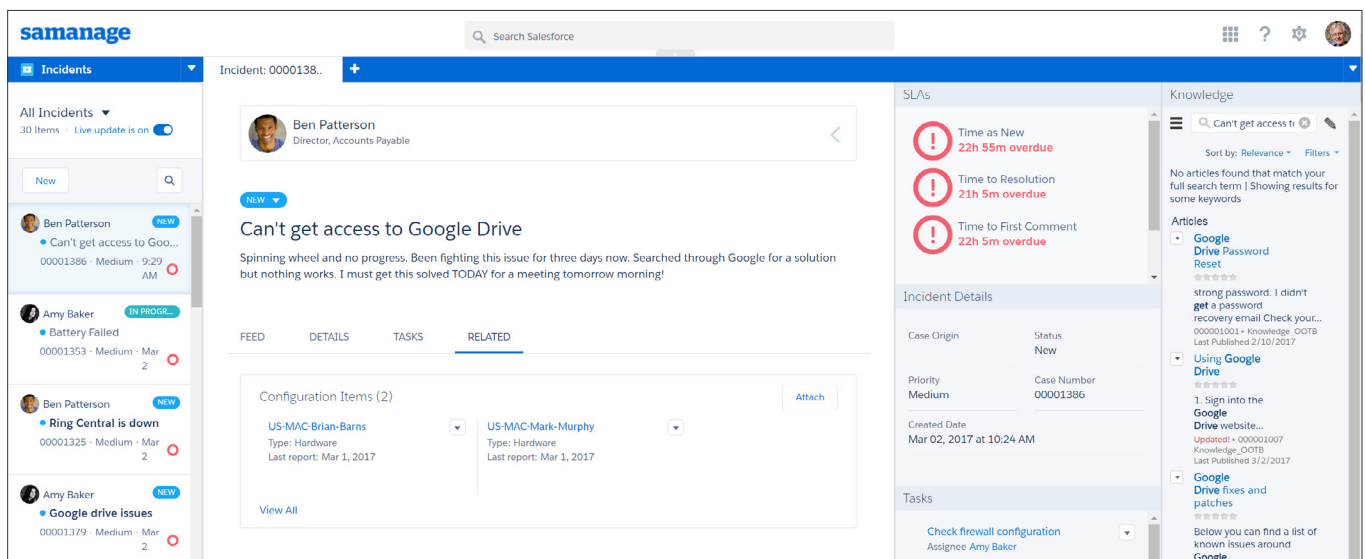
Samanage CMDB, Enterprise Edition, works with Samanage Service Desk, Enterprise Edition to help organizations to improve service desk operations. By understanding how your IT assets support the services you deliver, you can speed mean-time-to-resolution while minimizing business impact.

**Samanage CMDB, Enterprise Edition** is built on the Salesforce platform and allows you to:

- Capture and track detailed asset configuration, location, and usage details.
- Understand the detailed relationships and dependencies that exist between all configuration items, including business services, applications, and IT assets.
- Map asset, service, and configuration information with business dependencies.
- Expedite mean-time-to-resolution by associating assets to incidents, giving your support team immediate access to view asset configuration and repair history.
- Deliver better service, control costs, drive compliance, and ensure business continuity.



## Samanage: The Service Success Company



**Figure 1** The Samanage CMDB enables you to automatically discover hardware components along with their attributes and associate/link CIs with incidents, problems and change requests.

# THOUSANDS OF ORGANIZATIONS, JUST LIKE YOURS, ARE GAINING CONTROL OF THEIR IT ASSETS TO DRIVE BUSINESS SUCCESS WITH SAMANAGE.

## WITH SAMANAGE, YOU CAN:

### GAIN NEW LEVELS OF VISIBILITY

IT often lacks visibility into the detailed relationships between all your configuration items and the services they support.

- Automatically discover hardware and software components along with the attributes for information and knowledge management.
- Establish a configuration management database (CMDB) for your whole company.
- Understand dependencies and impact when an incident is reported.
- Automatically gather data (bios, controllers, displays, storage, memory, operating system, software packages (title, vendor, version, etc.), networks configuration, printers used).

### ENABLE PEAK EFFICIENCY

Without effective tools and processes to manage the asset lifecycle, IT teams are limited in their ability to track critical vendor data, purchase orders, warranties, terms, and agreements.

- Organize and track assets.
- Access CMDB asset configuration and repair history.
- Leverage auto-discovery tool for Configuration Item (CI) and data.
- Track any type of configuration item and correlate them to cases and other entities (e.g. associate a laptop to an account).
- Map incidents, problems, and changes by linking CIs with all ITIL entities.
- Expedite issue resolution by tracking the Asset-to-Cases lifecycle through seamless integration with Salesforce platform.

### ACHIEVE OPTIMAL SUCCESS

Determining how assets, processes, and users support the business is critical to IT. Unauthorized software can create potential security risks and impact your business.

- Gain better financial accountability of assets.
- Better manage asset change, risk and compliance.
- Define the cost and value of a service better.
- Improve the management of service portfolios.
- Avoid license compliance fines.
- Monitor additional assets through the ability to define the relationships and interdependencies between CI objects for any asset.

## ABOUT SAMANAGE

Samanage is the Service Success Company, enabling modern organizations worldwide to deliver a superior service experience to their employees. Samanage's enterprise service management software accelerates efficiency and visibility into services requested and delivered across an organization, making it easy to continuously streamline process improvement and greater productivity. Through unprecedented agility and scalability, Samanage gives service providers the ability to rapidly and consistently deliver the services that employees need to get work done. Samanage is the service management industry's top reviewed IT service desk solution, according to customer reviews. To learn more about Samanage, please visit <https://www.samanage.com/products/enterprise> or call 1-888-250-8971.

