

The Product Mix

Aspera | SmartTrack v.2.7.7

Aspera takes a novel approach to license management. SmartTrack, offered as a service and for in-house installation, is an entitlement-centric tool. The company is sure to find demand from U.S. customers as it expands sales efforts beyond its European base

Axios Systems | assyst v.7.5

ECP categorizes assyst as a mature IT service-management suite with a centralized CMDB and some asset-management features, geared for medium-size and large organizations.

BMC Software | Atrium CMDB v.2.1, BMC Dashboards v.1.0, BMC Analytics v.7.1 and Change Impact Manager v.1.0

The latest versions of BMC Atrium CMDB and ITSM are geared for organizations with mature approaches to managing IT, have well-defined IT service management programs and, in many cases, are well on their way to mastering fundamental ITIL process areas. Atrium v.2.1 fine-tunes performance and usability, and the dashboards, analytics and change impact tools are best-in-class examples in their respective categories.

CA | CA CMDB r11.1 and Cohesion Application Configuration Manager v.4.5

The CA CMDB's added functionality and smooth integration with Cohesion firmly establish CA as a primary competitor among the largest tool providers. We expect the company to leverage its investment in enhanced federation capabilities and make the CA toolset truly interoperable, benefitting its big-company, multi-vendor customers the most.

Hewlett-Packard | Universal CMDB v.6.6

The Universal CMDB has been positioned as the cornerstone of HP's federated data system and a new release, v.7.0, is due this fall. The company confirmed that it will merge ServiceCenter and OpenView Service Desk products in v.7. The new versions were not available for review at press time.

IBM | Change and Configuration Management Database and Tivoli Application Discovery Dependency Manager v.7.1

Much of the work for this major v.7.1 update of IBM's CCMDB/TADDM is under the hood, including the creation of a unified infrastructure and extension of the common data model. The CCMDB has been reconfigured and positioned for future enhancement with Tivoli Service and Asset Management for IT and integration with other software vendors' applications. Customers will find a new graphical user interface and workflow management functions help unite CCMDB v.7.1 with the Tivoli Service Request Manager products.

Infra Corp. | infraEnterprise v.8.0

infraEnterprise is well-suited for medium-size and large organizations looking for a full-function IT service desk and CMDB. The company is a mature player, well-equipped to handle the complex requirements of the largest organizations.

Numara Software | FootPrints 8 and Configuration Management Module

Numara FootPrints 8 is a competitively priced service desk tool focused on incident and problem management and geared toward small and medium-size organizations tackling ITIL and looking for an easy-to-use centralized CMDB.

PS'Soft | CMDB and Service Life Cycle Management Suite v.8.6

PS'Soft Service Management Suite has everything you'd expect to find in a tool to support ITIL processes and is a good fit for all but the largest and most complex organizations. The new Business Service Designer addresses the service-design approach in ITIL v.3, and the company plans to add integration with application dependency-mapping tools in a future release.

Staff & Line | EasyVista v.2007

Staff & Line's CMDB is a logical add-on to its mature IT asset- and service-management suite. EasyVista is a capable alternative for medium-size and large organizations looking for a solid IT asset- and service-management tool from a focused and stable provider.

Symantec | Altiris CMDB v.6.5

Altiris remains a favorite of medium-size and large companies for its integrated-suite approach to IT service and asset management and software deployment. The improved CMDB better positions the company to compete with larger rivals as well as established mid-tier providers Axios, Infra, PS'Soft and USU.

Symantec | Veritas Configuration Manager v.6.0

Version v.6.0 offers enhanced change tracking for granular consistency checks, allowing users to eyeball whether servers are at uniform patch level. Configuration Manager is an ideal tool for validating and change tracking on CMDBs of any size.

USU | Valuation IT Service Management v.3.1

USU offers a mature, competitive IT asset- and service-management toolset for medium-size and large customers. The company is well-positioned for the European market, and the development of direct sales and reseller alliances in North America, along with local support, will allow it to expand.

