

2009 ANNUAL REVIEW

A COMPREHENSIVE REVIEW OF THE

Best IT Service Management and CMDB Tools

In this 28-page issue we review and compare tools from BMC, CA, Digital Fuel, EMC, FrontRange, Hornbill, IBM, Managed Objects, Service-Now.com, Symantec, Tideway and USU. The following products are included in *Product Briefs*: Axios, Numara, Hewlett-Packard, PS'Soft and Staff&Line.

BMC Software | Atrium CMDB v.2.1

BMC continues to reel in Remedy stragglers to the new version, while cementing acquired technology into its product lineup including the server auto-discovery company BladeLogic. In 2008, BMC focused on minor enhancements to Atrium, including incorporation of RealOps run book automation technology. The company has been closely involved in development of the DMTF standard on CMDB federation, aimed at improving bi-directional information exchange between databases. Consequently, look for future Atrium releases to include enhanced federation.

CA | CA CMDB r11.2 and Cohesion Application Configuration Manager v.5.0

The CA CMDB's strong points are federation, visualization and version tracking. Its extensive out-of-box capabilities make easy implementation a real possibility, and combination with Cohesion lends a competitive edge to its discovery capabilities. If the relatively minor enhancements present in r11.2 are any indication, CA's enterprise customer base has a lot to look forward to in the next major release.

Digital Fuel | ServiceFlow v.6.0

A unique offering on the market, Digital Fuel's ServiceFlow takes a business-oriented, service-centric approach to IT service design and management. By aggregating configuration, asset and contract data into a single, service-oriented tool, ServiceFlow gives providers full

insight into catalogs, agreements, customers and models. Large IT service providers and outsourcers will find ServiceFlow to be an invaluable tool for leveraging the technical data in their databases and tools portfolio.

EMC | EMC Smarts Application Discovery Manager v.6.0 and IT Compliance Analyzer–Application Edition v.1.1 | EMC infraEnterprise CMDB v.8.0.0

Software giant EMC is poised to compete beyond the midmarket segment after acquiring the infraEnterprise CMDB solution from Australian company Infra Corporation. The impending integration of this CMDB with other products under the EMC umbrella, such as EMC Smarts ADM (which now boasts mapping capability for virtual configuration items) and IT Compliance Analyzer, will bolster configuration and change capabilities. Changes slated for the next 12 to 18 months include improved federation, integrated auto-discovery and impact analysis.

FrontRange | ITSM v.6.1

FrontRange enhanced its IT service management suite, FrontRange ITSM, in 2008 with acquisitions of enteo for life-cycle management and Centennial for agent-based inventory and license management. ITSM v.6.1 emphasizes end-user services with innovative use of VOIP technology and the centrality of incident management. FrontRange is fast becoming a full-service IT service and asset management tools provider.

Hornbill Systems | Supportworks ITSM v.2.3 and Assetworks Discovery 4.1.2

Supportworks ITSM prioritizes customer over computer, as evidenced by its incident management and “human touch” capabilities, role-based security and ease of data manipulation. The next major release, due by early 2009, will refocus to ITIL v.3, with added features for the event management, financial management and workflow processes. Visualization enhancements are also on the horizon, along with an XML-based application programming interface for data exchange.

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

The unified Tivoli CCMDB that IBM brought to market this year runs smoothly on Tivoli’s process automation engine, alongside Service Request Manager, Tivoli Asset Management for IT and Enterprise Asset Management and Asset Management for IT. The current Tivoli CCMDB should appeal to customers looking for business intelligence integrated into a platform for change management. Customers purchasing any one of these IBM tools get the same data subsystem, security model, reporting and workflow engines, user interface and configuration capabilities, making it easy to add modules as needed. By mid-2009, IBM’s final phase of the Tivoli platform integration will include internal license management functionalities and enhanced federation.

Managed Objects | CMDB360 4.5 and myCMDB

CMDB360 is a strong product, valuable for enterprises seeking centralization and intelligence over multiple monitoring tools. It offers an impressive 70 preconfigured application programming interface (API) integration adapters to other IT management tools. myCMDB is a Web 2.0 application that aims to bring structured social networking to the CMDB and is rich in role-based security and usability. Novell acquired Managed Objects in October, 2008.

Service-now.com | CMDB

Service-now.com’s CMDB is a highly customizable tool—more scalable and flexible than other software-as-a-service solutions we’ve seen. Service-now.com’s user

interface is one of the best, and every facet of the service and configuration management suite nestles into one natively architected structure atop a CMDB foundation. The company has the marketing muscle and product lineup to make it a standout competitor for mid-market and large-enterprise businesses.

Symantec | Altiris CMDB v.6.5 and Veritas Configuration Manager v.6.0

As Symantec continues to slice into competitors’ market share, we expect the company to emphasize built-in integrations among its suite modules, a clear advantage to this tool. Symantec’s holistic approach to service, asset and configuration management is laudable, and this, along with unique forays into virtualization, application streaming and workflow, differentiate its offering from others in the field. New in 2008, Altiris Workflow Solution gives IT pros colorful drag and drop components to produce diagrams quickly. Come early 2009, Veritas Configuration Manager will be fully integrated into the CMDB and IT asset management suite.

Tideway | Foundation v.7.1.5

Tideway is a robust auto-discovery tool filling a data quality niche in the configuration and change management marketplace. The tool’s hierarchical and circular application-dependency maps are masterfully rendered visualizations with easy zoom, pan and recentering controls that offer the ability to mouse over an item on screen for quick analysis of CI data. The application can show value quickly by breaking the daunting task of full-on configuration management into manageable phases.

USU | Valuation 3.5

Look for event management, interface, administration and reporting enhancements in USU’s Valuation v3.6, set for release in early 2009. The tool will also offer integration with Tideway and its application dependency mapping functionality. Updates to the change management module will let users track and enforce change processes and improve calendar-based data views.

