CASE STUDY

**BMC Discovery 9.0 Implementation
in Large Financial Company, Netherland**

Client Overview

The client is a fully owned subsidiary of an international all-finance organization.

• Active in more than 35 countries in Europe, USA, Latin America, Asia with deep industry knowledge in each. Serving food, agriculture, healthcare, clean technology, office technology, construction, and transportation industry.

• The client is a global financial solutions partner working in eight industries. The client enables your business to use the assets you need to contribute to the world in a meaningful way, both economically and socially.

• The client delivers original, integrated financial solutions to support the asset life cycle from leasing, vendor and commercial finance to remarketing. In addition, the client offer factoring and consumer finance. The client shaping the future by enabling lasting progress – economically and socially.

Project Overview

The purpose of the engagement was to Implement BMC Discovery for Data Center IT Assets Discover (Approx. 4000 Servers) and update Asset Information in Remedyforce CMDB.

Business Challenges

1) The client has approx. 4000 Servers and 500 Network Devices in their IT Environment for which comprehensive system for discovery, maintaining data center assets and dependency information was not available.

2) The client's IT Team was unable to get exact information on, "IT assets details and how they are connected". Further there was low visibiity on various server locations and how are they being used.

3) Also up to date IT assets information was not available in the client's Service Desk (Remedyforce)

Hence, the client was looking for an Enterprise Asset Discovery implementation using for discovery of IT assets (Servers, Storage, Network Devices) in data center and its integration with existing Remedyforce ITSM platform.

Solution

Vyom Labs being complete "IT Service Management" solution provider, offers the solution by targeting all the aspects of customer needs. Hence, Vyom Labs proposed to Implement BMC Discovery tool for data centre IT assets discovery.

BMC Discovery automates asset discovery and dependency mapping to gain better visibility into management of digital services, as part of the BMC Digital Enterprise Management approach to digital transformation.

Scope of Work:

1) Implementation of BMC Discovery V11.0 and discovery of following configuration items; the client servers; Local Area Network components; databases and storage devices as per the license purchased by the client.

2) Dependency mapping for 30 home grown applications using SAAM method

3) RF CMDB- BMC Discovery Integration V11.0 using Pentaho Jobs

4) Provide user and admin trainings

5) Provide subject matter expertise before, during and post go-live

Achievements

Several benefits attributed to both IT as well as to the overall organization by using BMC Discovery in client's data center:

- Automatically discovers and maintains a complete and up-to-date inventory of approx. 4000 servers in the client's data center and the relationships between them ensuring data accuracy and reducing data collection costs.

- Increased visibility and transparency into all data center assets, their locations, usage and their relationships to each other equipping the client's IT team with the knowledge and ability to reduce business risk and better business decisions.

- Support Lifecycle Management (LCM), IT Financial Management (ITFM), and Software Asset Management (SAM) with accurate data

- Reduce software audit preparation time and easily prove inventory accuracy, reducing risk of non-compliance penalties

- Prevent outages when moving data center assets for consolidation, cloud and virtualization projects

- Security operations can perform essential prevention and detection, including locating servers that could be back door entry points, quickly identifying applications affected by a breach