SOLUTION BRIEF

CMDB Enrichment

Trust your CMDB within a week and without running a lengthy and costly IT project, while also reducing security vulnerabilities, improving IT audit readiness and saving overall budget.

Oomnitza aggregates, correlates and deduplicates asset data from over 160 IT security and business systems to provide a more accurate single source of truth into your entire technology asset landscape.

It then pushes accurate and normalized data back into your CMDB – utilizing standardized workflow automation – to increase and continuously maintain improved accuracy of all configuration item (CI) records. This eliminates duplicate records and provides a clearer and more detailed understanding of your technology assets and their state.

ITSM Plugin

Through the seamless integration of Oomnitza's ITSM plugin with platforms like ServiceNow, the help desk support team can efficiently manage asset-related issues without ever having to navigate away from the ServiceNow interface. This integration grants them access to a wealth of precise data supplied by Oomnitza, covering the complete lifecycle history of each asset, which is not included in a typical CMDB implementation.

For instance, when a customer reaches out with a device malfunction concern, the support personnel can quickly ascertain that the device in question is nearing its end-of-life phase. In response, they can promptly dispatch a replacement device instead of resorting to the traditional break/fix approach, thus optimizing issue resolution and enhancing overall customer satisfaction.

CMDB Enrichment can be implemented in less than a week utilizing pre-packaged and standardized Data Hygiene workflows and processes:

- **MDM Integration** – Discover Data Hygiene Issues. Connect MDMs like Jamf, Intune, Google Workspace and WMware Workspace ONE. Gain improved visibility into your asset landscape to discover and receive reports highlighting technology asset data gaps and inaccuracies.
- **User Integration** – Improve Asset Recovery. Connects IAM/HRIS tools like Okta, Workday, Azure Active Directory, PingIdentify and BambooHR. Gain improved visibility into asset ownership to inform faster and more fruitful recovery of endpoints when people leave the organization.
- **EPP Integration** – Receive Coverage Gap Analysis. Connect your endpoint protection tools like Crowdstrike, SOPHOS, VMware Carbon Black, SentinelOne and Automox. Gain improved visibility into where your EPP solutions aren't properly installed and current on your endpoints, revealing security vulnerabilities and compliance issues.
- **Purchasing Integration** – Enhance Refresh Forecasting. Connects purchasing integrations like CDW and SHI. Improved visibility into asset lifecycles for more effective planning and forecasting of hardware refresh cycles. This minimizes unnecessary CapEx spending on repurchasing lost endpoints, while also allowing for improved cash flow management by optimizing the timing of hardware purchases.

Benefits

Using Oomnitza for CMDB Enrichment provides benefits across the organization.

CIO: Improve CMDB accuracy in a week and without running lengthy IT projects

- Improve IT productivity and reduce the risk of human error by automating manual tasks and freeing existing IT resources for more strategic work.
- Deliver improved services to the business, leveraging higher quality technology asset data.
- Enhance IT audit readiness and compliance with greatly enhanced inventory control and reporting capabilities.

CFO: Save money

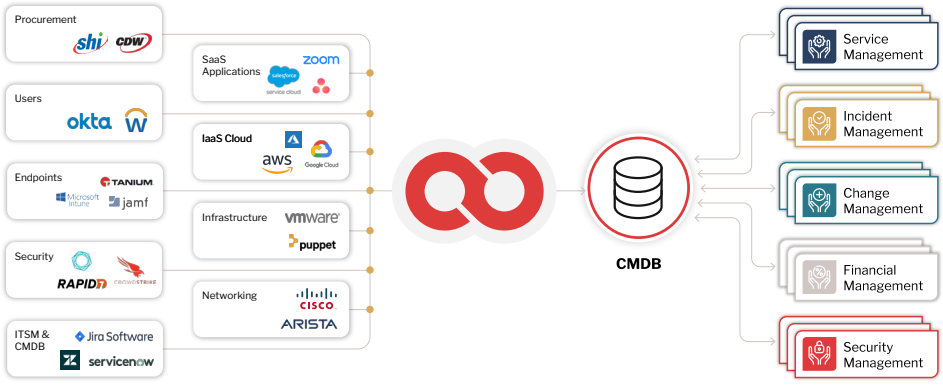
- Increase offboarded employee endpoint recovery rates, saving on average 16% of IT budget spend by eliminating unnecessary asset replacements.
- Reduced annual SaaS expenditure by identifying and mitigating unused licenses.
- Leverage blanket POs for volume discounts, saving money at procurement with improved forecasting.

CISO: Improve security posture by reducing vulnerable endpoint attack surfaces.

- Track endpoints with outdated patches and receive notifications to proactively reduce vulnerabilities
- Close security incidents faster with immediate access to more accurate asset data such as owner, location and patch status.

Compliance/Audit Readiness: Enhance compliance adherence and audit readiness

- Meet IT governance and cybersecurity framework inventory control and management requirements with access to accurate asset data.
- Eliminate the fire drills preparing for IT audits



Do you trust your CMDB?

- How accurate is your CMDB data?
- Do your teams run skunkworks spreadsheets because they can't trust the CMDB accuracy?
- How would you rate your MTTR (Mean time to Resolve)?
- How often are you unable to close tickets on First Call Resolution because of inaccurate asset data?
- When supporting end-users, does your support team need to search multiple systems for necessary technology asset information?
- Is your support ticket queue impacted by misconfigured endpoints?
- Can you provide users with a quick turnaround regarding hardware asset inventory?
- When an IT audit is announced, can you easily and accurately produce requested reports?
- Do lack visibility of endpoints, creating attack surface vulnerabilities?
- How are you keeping the CI data up to date with accurate and relevant data?
- How are you reducing risk of having inaccurate CI data?
- How is your CMDB CI supporting your incident, problem, and change management processes?
- Do you rely on manual IT processes to update CMDB records, creating the risk of human errors?

Learn more at oomnitza.com/cmdb-enrichment