BLAZENT

Blazent Platform Data Sheet

Your CMDB is supposed to be the most trusted source of accurate data on your enterprise service management platform. Many organizations are challenged with getting that data cleansed and accurate while continuing to keep that same level of accuracy in a constantly changing environment. Our Blazent solution is the layer of data normalization that functions between your data sources and your CMDB.

What we do: Blazent aggregates your data from your disparate data sources, analyzes, cleanses and normalizes that data before populating it back into your CMDB. Our solution adds value to your organization by validating the accuracy of your data and automating the process, so your data remains accurate, even as your environment changes daily. We also enhance the value of your CMDB by making your CMDB data much deeper and wider by including attribute information from all data sources that are aggregated into our Blazent solution.

Our value proposition: We help you build an accurate and trusted CMDB that will be used by all departments. The sharing of trusted information now comes from the CMDB and not from standalone departmental silos of data.

Data integrity and Quality platform (Bullseye and Floodlight): The Blazent Data Intelligence Platform **integrates, reconciles and normalizes data** from the broadest range of sources in the industry. Powered by a unique IT Big Data Engine, it provides near real-time analytics using the most accurate data available. Floodlight provides broad visibility from all data sources for the initial population of data into your CMDB. Our Bullseye feature drills down to the highest quality definition of a given asset by identifying and resolving conflicts across data sources compared to your current CMDB data. Floodlight initially populates your target CMDB, and Bullseye creates rules to populate or update every asset attribute with the most accurate and timely data while creating support tickets to identify any conflicts for which there are no predefined resolutions.

We give your organization the flexibility to select solution packs based on asset type. Our core solution starts with base asset types including End-User-Computing-Devices (EUCD), Servers, Workstations, Virtual Instances, and Clusters.

Blazent's business Service Mapping feature is included when using the solution packs that collect CI data required to map out your business service and relationships.

Optional CI asset classes can be expanded to include the following solution packs:
- Database – database instances (SQL, Oracle, MySQL)
- Mass Storage – NAS, SAN external storage devices
- Network – Routers, switches, firewalls
- Printing – Network attached printing devices
- COTS Software Installation – Licensed software installed on desktops and servers (Office, Acrobat, Windows 7)
- Users and Groups – captures who supports the asset, manages, owns the CI from various data sources. Having the relationship data will improve change management, service outage, and improve operational process.
- ServiceNow Asset Population: One-time service using Floodlight to compile all the assets from all the data sources to populate the ServiceNow Asset management module (ALM tables).
- Application – Portfolio of Business Applications that are installed on the servers (Email, SAP , Java)

Baseline Module: Blazent's Asset Inventory Baseline module **checks the accuracy and completeness** of the asset inventory in the current asset repository (ServiceNow, BMC Atrium, Maximo, HP AssetCenter) by integrating key financial, asset and operational data.

Data Explorer: The Blazent Data Explorer allows end users to easily **generate reports and dashboards** using the data within the Blazent platform**.** Provides direct access to data in the dashboards by drilling down on the dashboard data. Publish relationship links that enable users to navigate across all CI relationships.

Service Asset and Configuration Management (SACM): The volume and velocity of data entering IT systems is too great for manual entry. SACM **automates data accuracy** across both the Asset Management and CMDB application within ServiceNow to reduce cost and effort associated with CMDB and asset management application implementation and administration. Powerful analytics provide at-a-glance insights, and closed-loop service desk ticket workflows ensure any data exceptions are handled quickly and accurately.

Software Inventory (SOFTRAC): This provides a holistic view of the installed **software inventory portfolio by the publisher**. SOFTRAC enables an organization to identify gaps in the inventory collection process and gain a complete view of their installed software. Software reuse opportunities can be readily identified. Compliance is improved so organizations can be proactively prepared for unplanned vendor license audits. This data can be used within the ITSM SAM process for a complete end to end process of software management

Software End of Life: Out-of-date software is a major liability, from multiple perspectives. Blazent **inventories software versions** to ensure your organization is not running any unsupported software. This enables an organization to control software spend, reduce the maintenance cost of supporting out of date versions, and reduces security risks by ensuring that only the most current versions of software are active.

OPSFLARE: Blazent's OPSFLARE automates the **data verification process** for tracking the completeness and accuracy of the entities that make up your current IT environment and identifying operational gaps. With this capability, you can optimize the effectiveness of your critical operational tools, including backup, monitoring, performance management, distribution, discovery, antivirus, and security.

GLOVE: GLOVE gives your technical and business teams the timely and accurate data they need for **governance, lifecycle management, operational validation, and expenditure** support for all the assets in your IT environment. GLOVE supports functions including asset governance, service provider billing management, enterprise IT expenditure tracking, service, and operational management.

For more information

To learn more about the results, Blazent can deliver for you, contact us at www.Blazent.com or sales@Blazent.com