

GLOVE gives your technical and business teams the timely and accurate data they need to govern, manage, operate, and support all the assets in your IT environment.

### Challenge

Whether working in enterprise IT organizations or managed service provider (MSP) businesses, technical and business teams regularly contend with increasingly stringent requirements and pressing business demands. To fulfill their charters, they need data, timely, accurate, and complete data. The more these groups have to rely on guesswork or incorrect information, the less successful they'll be in responding to these demands.

As they seek to get the information they need, IT operations and business organizations are increasingly stymied by the scale and pace of change, and the difficulty in coordinating effectively across distinct teams and technological domains. When they lack accurate data and granular controls, efforts in several areas can suffer:

- ▶ **Asset governance.** Without complete and accurate asset data, it is impossible govern resources effectively, leaving your business exposed to increased risk, misalignment of valuable resources, and lower asset performance.
- ▶ **Service provider billing management.** Without concrete, objective data to back up charges for additional resources, service providers can breed frustration and mistrust among customers. On the other hand, if they're lacking data, they may routinely miss when customers go above usage or system thresholds, leaving money on the table on a routine basis. This lack of easy access to accurate data results in long delays, and a lot of manual effort, in generating bills and resolving billing disputes.
- ▶ **Enterprise IT expenditure tracking.** Without accurate, objective data into all the state of their environment, enterprise IT teams lack the visibility they need to effectively negotiate contracts, manage costs, and optimize resource utilization.
- ▶ **Service and operational management.** Without sound entity data, the effectiveness and integrity of virtually every service management effort, including asset, configuration, and change management, can suffer. When issues arise, it is difficult to identify the owner of the affected device. It becomes difficult to understand and mitigate any risks of planned infrastructure changes. Finally, it takes too long to prepare for audits, so compliance deadlines are missed.

Governance	Lifecycle	Validation	Expenditure

### Key Features

- ▶ Advanced capabilities for governing, auditing, and maintaining IT data
- ▶ Powerful analytics provide at-a-glance insights and drill downs into key operational areas
- ▶ Monitor and control expenditures for assets in the environment
- ▶ Establish and maintain accurate baselines of assets in the environment
- ▶ Non-disruptive, cloud-based implementation

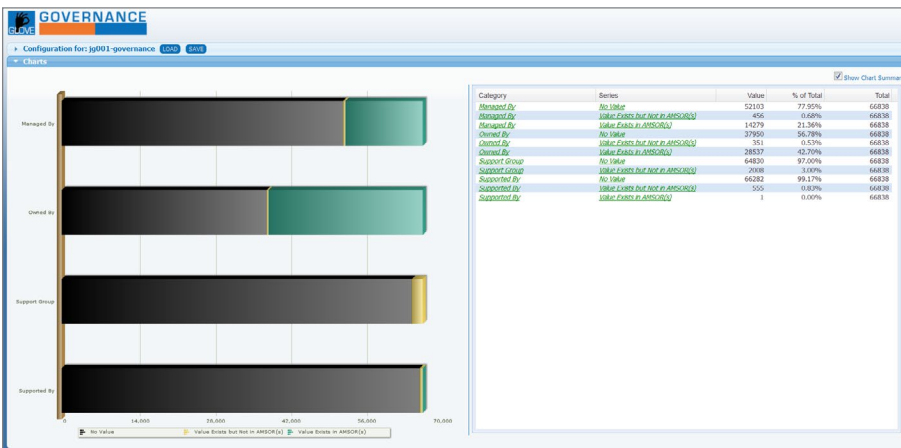
### Key Benefits

- ▶ Continuous governance of the environment decreases the time and effort required to meet audit requirements
- ▶ MSPs can reduce the potential for under billing, and save time and money in generating billing information
- ▶ Enterprise IT teams can more effectively manage infrastructure and vendor expenditures
- ▶ Managers can get the insight needed to optimize asset, configuration and change management while reducing operational risk
- ▶ Improve lifecycle management of supported assets in the environment

## Solution

Blazent's GLOVE (governance, lifecycle operational validation and expenditure) solution provides refined IT master data management and analytics capabilities. With these capabilities, enterprise IT teams and MSPs can more effectively govern their services, operations, assets, and vendor-client relationships. GLOVE features the robust capabilities that support the following key areas:

- ▶ **Governance.** With GLOVE, administrators can implement configurable business rules that enable more effective and efficient management of operations and service relationships. The Blazent solution lets you run automated analytics on a continuous basis so you can immediately spot errors in lifecycle governance. Using intuitive dashboards, you can easily visualize the current lifecycle status of any billed or allocated entities.
- ▶ **Lifecycle operation.** GLOVE offers robust capabilities for maximizing the accuracy of entity data. The solution can reconcile information from numerous electronic and manual data sources to provide a current, complete inventory of assets under management.
- ▶ **Expenditure management.** GLOVE helps organizations streamline the effort associated with tracking expenditures and generating bills or invoices, while improving the accuracy of these efforts. The solution offers expenditure validation rules that can be employed to programmatically identify expenditure discrepancies related to end-user devices, physical servers, virtual servers, and network equipment.



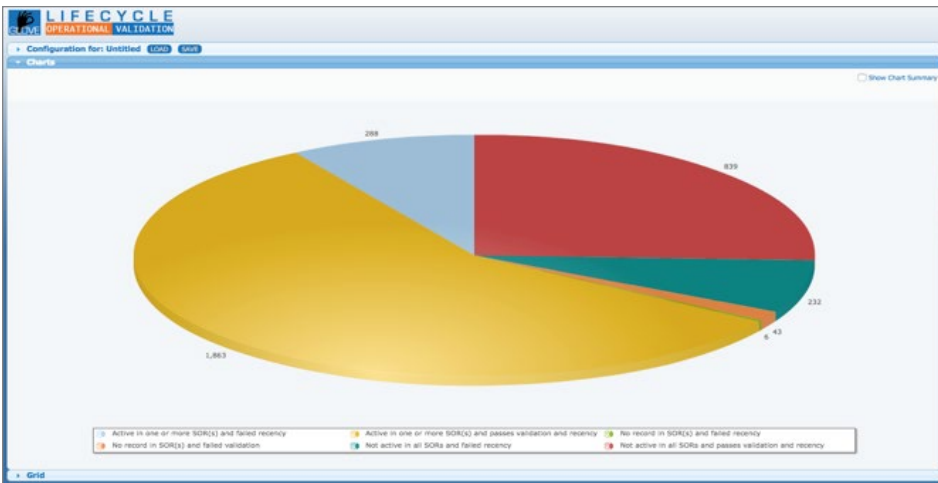
## Benefits

Both enterprise IT organizations and MSPs can realize significant benefits by leveraging GLOVE. By enhancing the accuracy of their core data, MSPs can more consistently ensure they're allocating expenditures accurately, avoiding revenues due to under-billing. Their staff can spend less time collecting and maintaining data and generating bills or invoices, and more time on strategic efforts like enhancing services and expanding offerings. By enhancing the accuracy of their core data, MSPs can more consistently ensure they're allocating expenditures accurately and not missing out on revenues due to under-billing.

Enterprise IT managers can gain the comprehensive, accurate IT entity data they need to more effectively govern outsourcing relationships. Armed with more accurate information, managers can negotiate more intelligently with their MSP partners. Further, by gaining the visibility they need to ensure they're not paying for the management of inactive resources, IT organizations can reduce their ongoing expenses.

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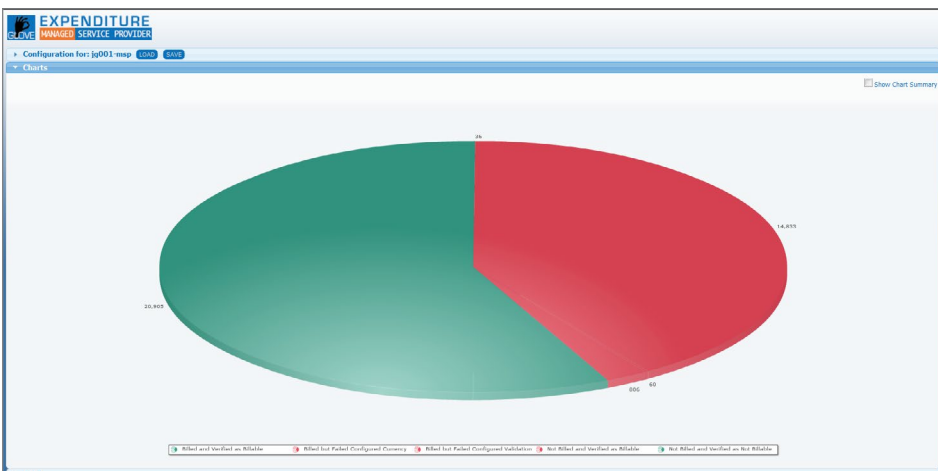


## Key Features

### Powerful, Actionable Analytic Dashboards, Reports, and Alerts

GLOVE provides analytics that fuel improved insights. By leveraging these analytics, enterprise IT staff or managed service providers (MSPs) can get at-a-glance insights that improve governance and management of assets and speed investigation and response to inaccuracies. When viewing these analytic dashboards, users can double-click on a specific section and get complete details on the selected area. Further, reports can be exported to common file formats for further analysis and follow up. Based on their roles, users can also subscribe to alerts in order to receive immediate notification when potential problems arise. GLOVE features the following analytics dashboards:

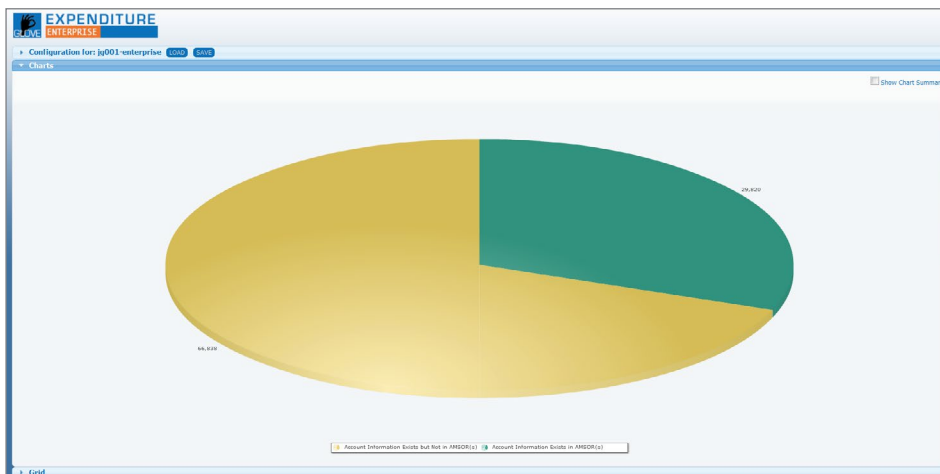
- ▶ **Governance Analytic.** Provides immediate insight into key governance fields, including managed by, owned by, support group, and supported by.
- ▶ **Lifecycle Overview Analytic.** Provides immediate visibility into process break downs associated with the current status of lifecycle management.
- ▶ **Expenditure Enterprise Analytic.** Provides immediate visibility into validation of expenditures related to general ledger account codes.
- ▶ **Expenditure Managed Service Provider Analytic.** Provides immediate insight into the validation accuracy of expenditures invoiced to customers.



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## Sophisticated Entity Auditing and Data Collection

GLOVE equips your team with advanced capabilities for collecting and maintaining accurate data on your IT entities. The solution can cross-check entity data from multiple angles, in order to maximize accuracy. GLOVE can then run audits to ensure current, complete, and accurate information for key data fields like asset tag, serial number, asset name, and operating system.



## Flexible Deployment and Integration

GLOVE offers a range of features that help your IT team realize optimal efficiency and flexibility, both in terms of up-front implementation and ongoing operation. GLOVE leverages existing discovery agents and tools, so you don't have to add yet another device to your network. Plus, the solution is hosted in a secure AWS environment, which means your team doesn't have to install the solution on your premises or handle its ongoing support.

In addition, GLOVE offers seamless integration with more than 230 data source types, including IT network and systems management platforms, discovery tools, CMDBs, asset repositories, governance platforms, patch systems, supply chain platforms, and flat files. As a result you can fully leverage your organization's information repositories to maximize the value of IT data across your environment.

## Built on the Blazent Data Intelligence Platform

Our solutions run on the Blazent Data Intelligence Platform, which is architected to provide the flexibility, performance, and scalability needed for today's big data processing. Incorporating Apache Hadoop, Spark, and a machine learning library, our big data engine processes, corrects stores, and retains massive data sets, while providing near real-time analytics. Integrating and reconciling data from over 230 different types of sources, the Blazent platform applies our unique five-step data evolution process—atomization, identity management, relationship analysis, purification, and historicity—to deliver the most accurate and valuable data intelligence possible.

## About Blazent

Blazent is the leader in IT data intelligence. The Blazent Data Intelligence Platform is powered by the company's big data engine and patented, 5-step Data Evolution Process. It transforms and validates all IT data, enabling enterprises and managed service providers to make business decisions based upon complete and accurate data. Blazent is headquartered in Silicon Valley. For more information, visit [www.Blazent.com](http://www.Blazent.com) or follow us on Twitter @Blazent.



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