

DRIVING BUSINESS AGILITY THROUGH A CENTRALIZED IT INFRASTRUCTURE AND SERVICE MANAGEMENT

CMDB

BUSINESS CHALLENGE

Every day thousands of organizations in different industry sectors face a common challenge: how to streamline and optimize their day-to-day operations. Enterprises (from banks to utilities), government institutions, and communications service providers (CSPs) are all aiming at stability, revenue growth, and customer satisfaction. With the effectiveness of business processes depending, to a considerable extent, on the efficiency of IT operations, optimizing the IT organization's performance is crucial for several key reasons.

First, IT must keep pace with the company's evolution, expansion, and growing complexity. Second, IT must be able to support and reinforce cross-departmental compliance with corporate security policies. Third, IT must be capable of supporting the achievement of business objectives at all company levels.

To meet these challenges, companies are looking for a centralized IT solution that will allow them to facilitate processes and data management in a number of ways.

To increase data consistency and reliability and to thereby drive process automation and optimization, companies need to central-

ize and synchronize information that is currently stored in multiple in-house sources and, as a consequence, is causing significant data discrepancies and inconsistencies.

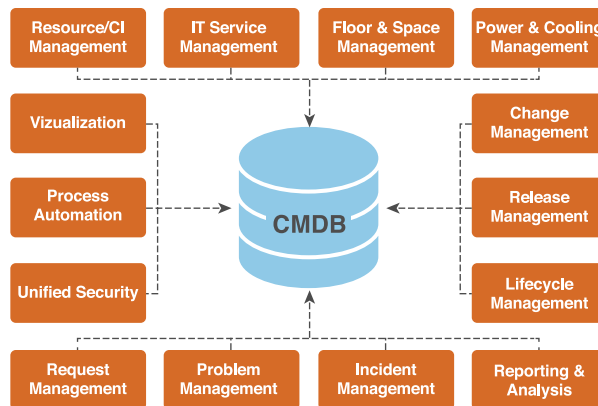
To enforce corporate policy, ensure effective contract management, and streamline release and change management, organi-

zations need to get rid of their multiple — and often controversial — points of security and administration.

To reduce the time and cost of routine IT operations and to minimize effort spent on IT service delivery (including incident, request, and problem management), companies need to eliminate multiple legacy IT solutions and foster the use of industry best practices and standards.

NetCracker's CMDB enables IT data centralization and process standardization and, as a result, facilitates enterprise, government, and telecom

infrastructure and service management. It helps drive agility, optimize costs, reduce problem resolution times and service disruptions, and ensure streamlined business processes.



NetCracker's CMDB (Configuration Management Database) provides comprehensive capabilities for IT service delivery optimization and cost reduction. It enables IT data centralization and process standardization and, as a result, facilitates enterprise, government, and telecom infrastructure and service management. It helps drive agility, optimize costs, reduce problem resolution times and service disruptions, and ensure streamlined business processes.

