

# How Over 200 Companies Succeed with BMC Discovery for Multi-Cloud

Tales from the real world: use cases, statistics, testimonials, and case studies collected by third-party firm TechValidate



# INTRODUCTION

Today's businesses face a growing imperative: become more agile or get left behind. But the process of modernizing infrastructure to increase agility is not a matter of simply "moving to the cloud." Each organization must construct their own multi-cloud environment across public, private, and hybrid clouds, as well as legacy data centers, to meet their specific needs.

These new multi-cloud environments allow businesses to deliver digital services more efficiently and effectively, but also come with their own challenges. Private and public cloud deployments often have limited or non-standard means of communication and must co-exist with legacy infrastructure and software. Information and technology can remain in silos, asset and inventory data can be poor and incomplete, and software sprawl and shadow IT may continue to plague IT departments.

To overcome these issues, leading organizations rely on BMC Discovery for Multi-Cloud (formerly known as BMC Application Discovery and Dependency Mapping or ADDM) to deliver a holistic, single-pane-of-glass view across their entire multi-cloud environment. Customers look to BMC Discovery for Multi-Cloud for the key capabilities required to build the foundation for digital transformation, including:

- + Automated, agentless discovery and dependency mapping
- + Seamless configuration, asset, and change management
- + Infrastructure and operations support
- + Application and cost modeling
- + Advanced security, compliance, audit readiness, and risk management

Read on to explore the findings of validated third-party research, conducted by TechValidate, about how customers are using BMC Discovery for Multi-Cloud to fast track their digital transformations.

#### BMC DISCOVERY CUSTOMER SATISFACTION

89% of surveyed IT organizations are likely to recommend BMC Discovery.\*

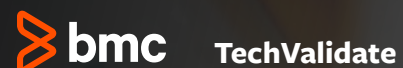


Source: TechValidate survey of 290 users | TVID: EB5-485-4C1

Validated

Published: July. 6, 2017

Based on respondents who rated their likelihood to recommend as 7 or higher on a scale of 0-10.





## WHY BMC DISCOVERY FOR MULTI-CLOUD? 3 WAYS TO LEVERAGE END-TO-END VISIBILITY

Organizations that depend on BMC Discovery for Multi-Cloud typically benefit from it in three distinct ways:

- + Service awareness
- + Enhanced security
- + Cost transparency

### SERVICE AWARENESS

Service awareness is a clear advantage of a premier discovery solution, and one of BMC Discovery for Multi-Cloud's most powerful functions. Through automated discovery of assets and automated mapping of dependencies and relationships between infrastructure and business services, a service awareness approach allows IT teams to:

- + **Reduce costs:** Lower expenses across the organization, improve resource utilization, and free up budget for more strategic initiatives
- + **Boost agility:** Gain visibility for faster and more informed business decisions
- + **Manage risk:** Remove unsupported software and remain confident that you'll pass software audits
- + **Improve service quality:** Automate processes for dramatically better quality and consistency of service
- + **Achieve ROI in just eight months:** Benefit from an average eight-month payback period with 470% ROI over five years

# WHO RELIES ON SERVICE AWARENESS FROM BMC DISCOVERY FOR MULTI-CLOUD?

- + **Configuration management** to quickly and easily understand CI dependencies
- + **Change management** to conduct fast and accurate impact analysis
- + **Infrastructure and operations** to understand inventory and event correlation

PREVIOUS < > NEXT

BMC DISCOVERY CUSTOMER REVIEW



5/5 Stars

How our organization uses BMC Discovery:

“BMC Discovery feeds both our CMDB (Remedy) and IT Asset Management (Flexera FNMP), at the same time keeping us to date for configuration management and software license compliance.

What you like most about BMC Discovery:

“BMC Discovery is the quickest way to find out what talks to what on your network!

Source: IT Professional, Federal Government | TVID: 1B5-F10-9EB

Validated

Published: July. 10, 2017



TechValidate



## ENHANCED SECURITY

The stakes for IT security teams have never been higher, from the number and intensity of attacks to the risks of shadow IT to ever-growing regulatory and compliance concerns. BMC Discovery for Multi-Cloud addresses these security challenges and more by providing deep insight into your entire infrastructure—from endpoints to data center servers to the mainframe—so you can:

- + **Improve security ROI:** Make more efficient, prioritized use of limited security resources based on business risk
- + **Mitigate risk:** Respond to threats and vulnerabilities more quickly while improving assessment of business impact
- + **Lower time and labor costs:** Reduce the resources required to identify vulnerabilities and execute remediation action
- + **Reduce failed audits and non-compliance fines:** Increase your percentage of protected assets and reduce vulnerabilities to avoid costly failures and fees
- + **Decrease risk of vulnerabilities due to end-of-life software:** Lower the number of deployed legacy operating systems and unsupported software running in your environment



## WHO RELIES ON ENHANCED SECURITY FROM BMC DISCOVERY FOR MULTI-CLOUD?

- + **IT security** for blind spot and vulnerability management
- + **Risk management** for compliance and audits
- + **The office of the CISO** for SecOps integration and risk mitigation

### BMC DISCOVERY CUSTOMER SATISFACTION RATING

An IT Professional at a federal government would be very likely to recommend BMC Discovery for this reason:

“BMC Discovery finds things and links them together in a way you usually never realized was happening on your network.”

Source: IT Professional, Federal Government | TVID: DE4-B92-3CD

Validated

Published: July. 6, 2017

Based on a response of 10 to the question “On a scale of 0–10, how likely would you be to recommend BMC Discovery?”



## COST TRANSPARENCY

Every IT department faces the mandate to do more with less. The rich asset and relationship data from BMC Discovery for Multi-Cloud increases cost transparency, with the visibility and analytics you need to understand and communicate the true value of IT.



When partnered with Apptio, a leading provider of cloud-based technology business management software, BMC Discovery for Multi-Cloud lets you:

- + **Optimize costs:** Analyze resource capacity and utilization, manage SaaS license usage and adoption, and manage vendor spend
- + **Calculate TCO:** Understand the total cost of ownership (TCO) of products and services so you can manage IT spend to your budget
- + **Link IT infrastructure to business impact:** Learn how your IT investments translate to business results
- + **Improve ROI:** Get more from your current investments with clear visibility into usage and performance
- + **Increase visibility:** Gain a single, integrated view of fixed versus variable costs across IT functions and technologies



## WHO RELIES ON COST TRANSPARENCY FROM BMC DISCOVERY FOR MULTI-CLOUD?

- + **The office of the CIO** to understand usage by line of business
- + **Finance** for entitlements and cost modeling
- + **Enterprise architects** to compare current state versus future state

“ The ease of application mapping with ADDM allows us to very quickly and cost effectively describe a complex IT infrastructure in terms the business understands very clearly.

— Joel Thomas, CEO, Advantis Management Solutions

Source: Joel Thomas, CEO, Advantis Management Solutions | TVID: 82F-06E-1FF

Validated

Published: Sep. 23, 2015

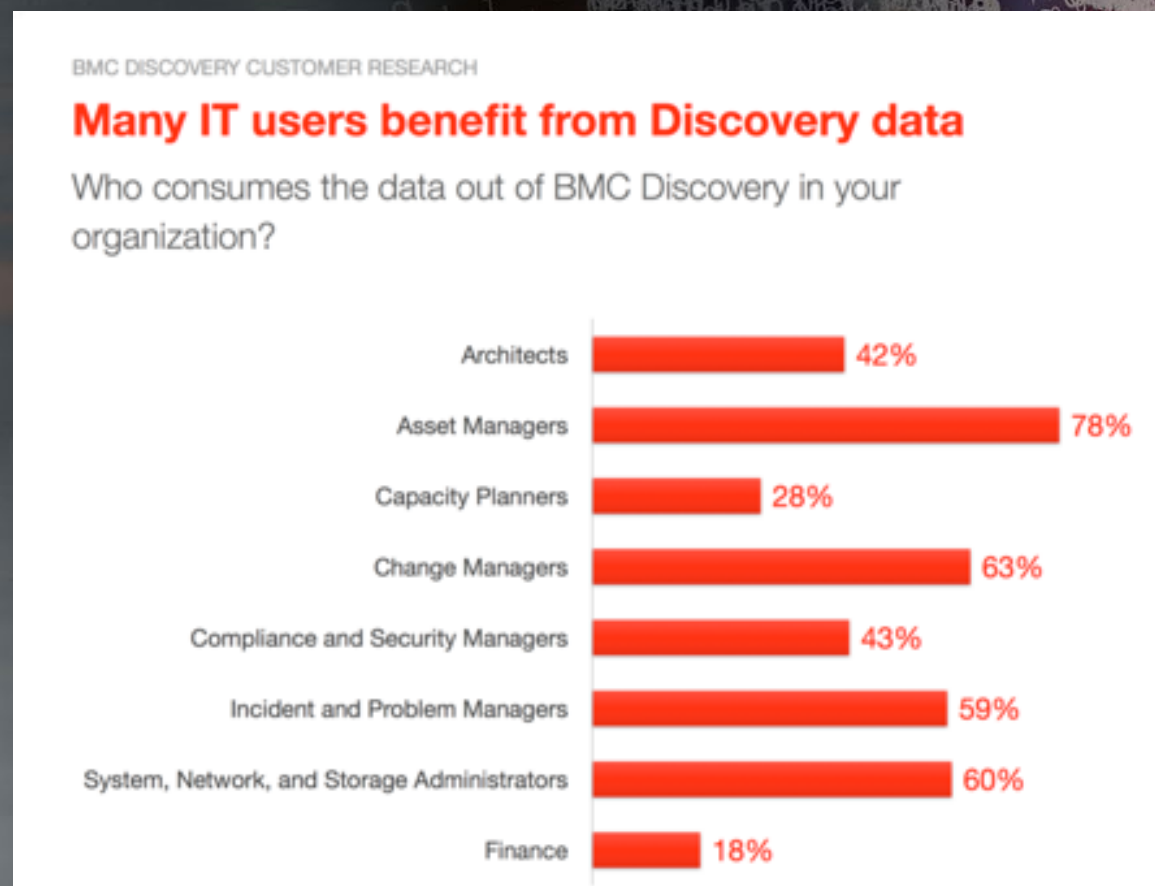


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# WHO DEPENDS ON BMC DISCOVERY FOR MULTI-CLOUD?

Professionals from the entire IT organization rely on BMC Discovery for Multi-Cloud for many initiatives.



Source: TechValidate survey of 276 users of BMC Discovery | TVID: 733-A14-D4D

Validated

Published: Jul. 10, 2017

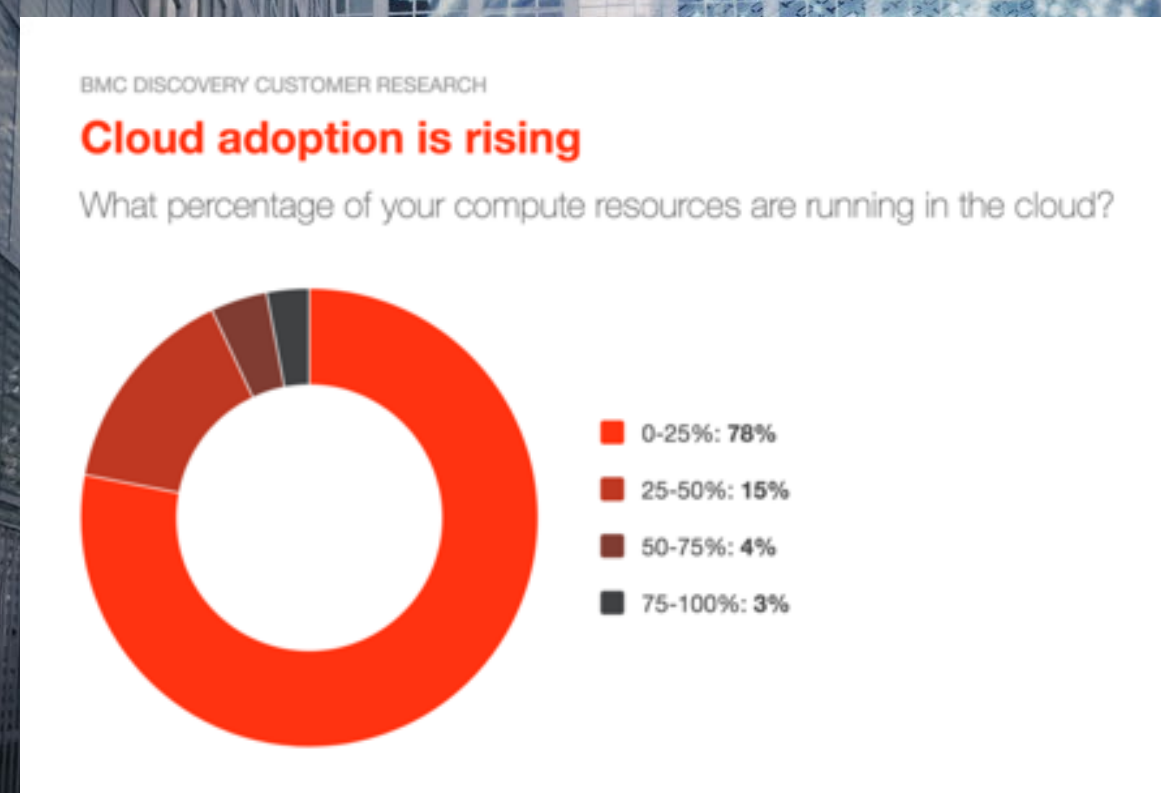
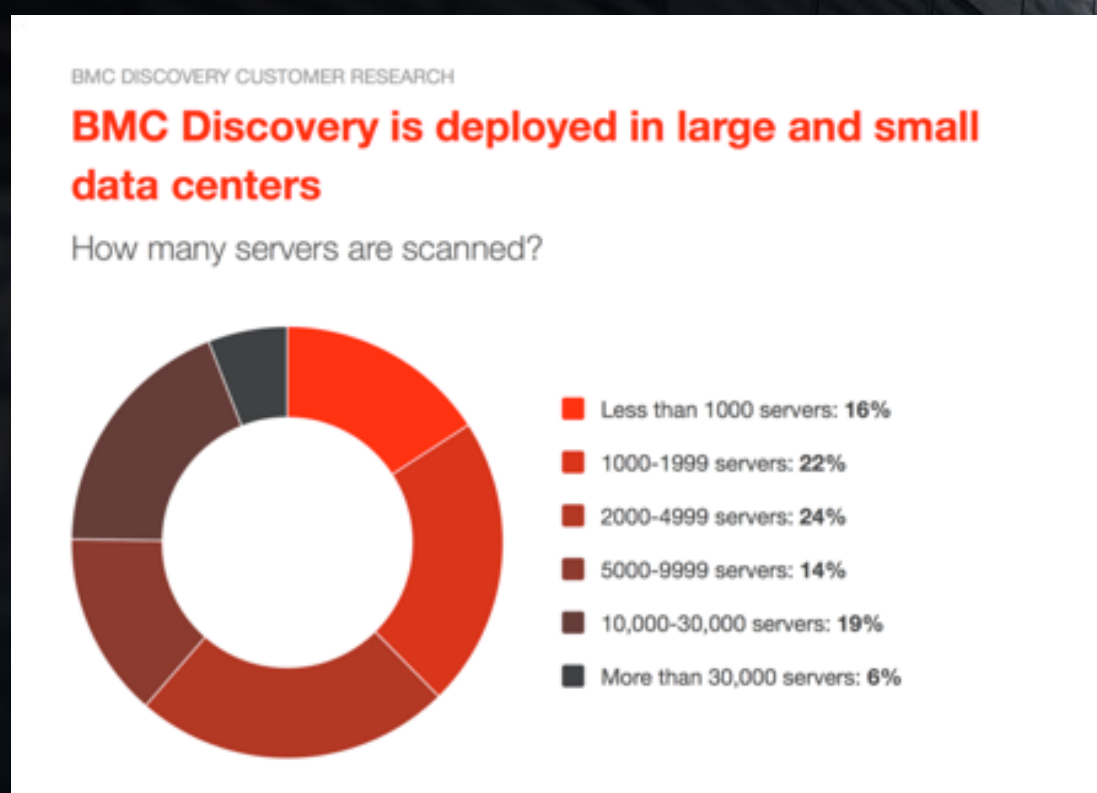


TechValidate’s survey findings are consistent with the diversity of BMC Discovery for Multi-Cloud users that we see daily. It enables people across the IT team to meet their key objectives.

Role	What Does BMC Discovery help them achieve?
Enterprise architect	<ul style="list-style-type: none"> <li>+ Align business strategy and technology roadmap</li> <li>+ Identify strategic capabilities, maturity level, and gaps</li> <li>+ Understand how solutions</li> </ul>
IT operations manager	<ul style="list-style-type: none"> <li>+ Maintain data quality of IT systems while controlling costs</li> <li>+ Maximize value from technology investments and initiatives</li> <li>+ Ensure uptime for users</li> </ul>
Director of IT operations	<ul style="list-style-type: none"> <li>+ Diagnose problems quickly and accurately</li> <li>+ Proactively manage application and infrastructure in the hybrid IT environment</li> <li>+ Manage risk and compliance</li> </ul>
Systems administration	<ul style="list-style-type: none"> <li>+ Improve service performance and availability, and reduce MTTR</li> <li>+ Support applications, platforms, and technologies</li> <li>+ Reduce customer impact, cost per issue, administration costs, and SLA breach rates</li> </ul>
Service management team	<ul style="list-style-type: none"> <li>+ Improve user experiences</li> <li>+ Lower TCO</li> <li>+ Leverage a single vendor/roadmap</li> <li>+ Improve the quality and speed of service</li> <li>+ Improve the quality and speed of service</li> </ul>



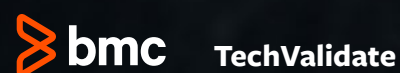
BMC Discovery for Multi-Cloud customers also vary in the scale and type of their IT infrastructure. Most still run the majority of their workloads in data centers, though the number of servers scanned differs widely and cloud adoption continues to rise.



Source: TechValidate survey of 227 users of BMC Discovery | TVID: F70-778-9DC

Validated

Published: Jul. 10, 2017



Source: TechValidate survey of 227 users of BMC Discovery | TVID: 1F4-6BB-935

Validated


Published: Nov. 6, 2017





# WHAT DO YOU LIKE MOST ABOUT BMC DISCOVERY?

BMC DISCOVERY CUSTOMER REVIEW



4.5/5 Stars

How our organization uses BMC Discovery:

“As a consultant and BMC partner, our customers use Discovery in a myriad of ways.

What you like most about BMC Discovery:

“How easy it is to scale to size and the depth at which it discovers.

BMC DISCOVERY CUSTOMER SATISFACTION RATING

Santhosh Kurimilla, an IT Systems Analyst at a S&P 500 financial services company, would be very likely to recommend BMC Discovery for this reason:

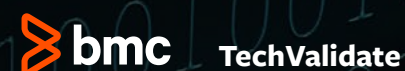
“The way it scans and integrates with CMDB and ITSM – impressive.

Source: Santhosh Kurimilla, IT Systems Analyst, S&P 500 Financial | TVID: 798-0B7-056

Validated

Published: Jul. 26, 2017

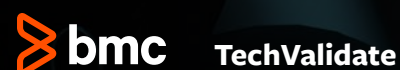
Based on a response of 9 to the question “On a scale of 0–10, how likely would you be to recommend BMC Discovery?”



Source: Howard Lyle, IT Professional, Rightstar | TVID: 798-0B7-056

Validated

Published: Jul. 26, 2017





BMC DISCOVERY CUSTOMER REVIEW

★★★★☆  
4/5 Stars

How our organization uses BMC Discovery:

“ We are using BMC Discovery to transform/mature our IT asset management and ITIL structure with automation and cost transparency.

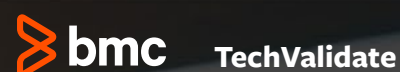
What you like most about BMC Discovery:

“ Easy, agentless discovery.

Source: IT Manager, Large Enterprise Banking Company

TVID: A8B-160-7DE

Validated Published: Jul. 6, 2017



BMC DISCOVERY CUSTOMER REVIEW

★★★★☆  
4/5 Stars

How our organization uses BMC Discovery:

“ Right now we use it mostly for Asset Management in order to have a proper view of our IT infrastructures. When we start using a CMDB, it will definitely play a key role.

What you like most about BMC Discovery:

“ How easy and low maintenance it is to use.

Source: Sebastian Lavoie, IT Analyst, Medium Enterprise Financial Services Company

TVID: 127-7FB-DA1

Validated Published: Jul. 26, 2017



“ ADDM works! And release upgrades are very easy. It is the best BMC product ever.

— Cristian Schwarz, IT Specialist, ITConcepts AP Ltd. - Thailand

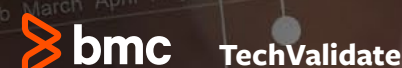
Source: Cristian Schwarz, IT Specialist, ITConcepts AP Ltd. - Thailand  
Validated Published: Oct. 21, 2015 TVID: ED2-BB9-EC3

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Source: Christian Schwarz, IT Specialist, ITConcepts AP Ltd.—Thailand

TVID: ED2-BB9-EC3

Validated Published: Oct. 21, 2015



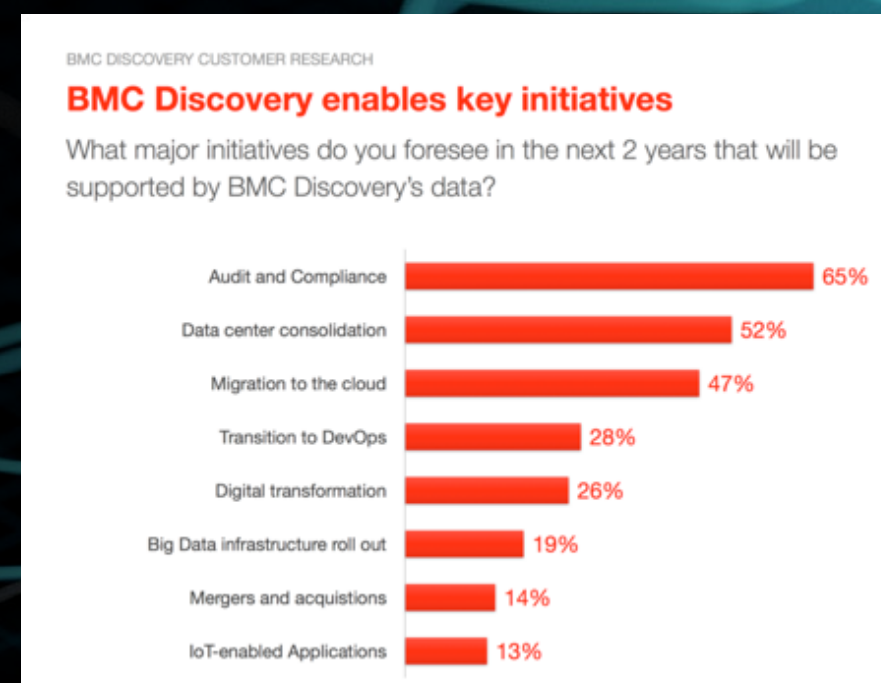


# VISIBILITY ACROSS YOUR INFRASTRUCTURE: HOW ORGANIZATIONS USE BMC DISCOVERY FOR MULTI-CLOUD

Companies focused on digital transformation use the visibility provided by BMC Discovery for Multi-Cloud to support both strategic initiatives and tactical needs.

How do customers use BMC Discovery for Multi-Cloud to support key IT objectives?

- + More than two-thirds count on BMC Discovery to support audits and compliance
- + 47% use BMC Discovery in conjunction with their migration to the cloud
- + Over half depend on BMC Discovery for data center consolidation



Source: TechValidate Survey of 246 Users of BMC Discovery | TVID: E0A-554-DDB

Validated

Published: Jul. 10, 2017



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“We can no longer imagine our IT department without ADDM.

— IT Manager, Large Enterprise Financial Services Company

Source: IT Manager, Large Enterprise Financial Services Company | TVID: 6D0-27B-5D0

Validated

Published: Sep. 23, 2015



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# HOW DO CUSTOMERS USE BMC DISCOVERY FOR MULTI-CLOUD TO MEET SPECIFIC IT REQUIREMENTS?

1. Discovery and dependency mapping
2. Configuration management
3. Asset management
4. Compliance
5. Application modeling/mapping



## WHAT CUSTOMERS SAY ABOUT BMC DISCOVERY

BMC Discovery adds value to these processes in multiple ways. Here's how customers describe what BMC Discovery does in their organizations.

1. **Discovery and dependency mapping:** “BMC Discovery is being used to discover all types of production assets, including servers (physical/virtual), cloud services (AWS/Azure), network devices, and storage devices. Most importantly, it not only discovers assets but also discovers relationship data, which is very crucial.”  
– IT analyst, small business energy and utilities company
2. **Configuration management:** “BMC Discovery serves as our major configuration data gathering system, conducive to all corporate business processes. It's a common, well-integrated approach to gather, manage, and analyze the large quantity of configuration data in heterogeneous corporate network environments.” – Kris Cichon, application manager, large enterprise health care company
3. **Asset management:** “BMC Discovery is our core enterprise tool for asset management. It scans all the assets in the environment and we synchronize the discovered assets as CIs in CMDB. The CIs in CMDB are very helpful for us, we can add them to change requests and identify the impact due to direct or indirect dependencies, changes, etc.” – Santhosh Kurimilla, IT systems analyst, S&P 500 financial services company
4. **Compliance:** “BMC Discovery feeds both our CMDB (Remedy) and IT asset management (Flexera FNMP), at the same time keeping us up to date for configuration management and software license compliance.” – IT professional, federal government
5. **Asset mapping and modeling:** “We scan nightly with sweep scans and weekly for full scans. We are doing application modeling now with the idea of syncing with the CMDB in the near future. When we started application mapping, the data collected was minute. Once the first set of maps was constructed, the relationships started to build dramatically. With the next set of maps, we are seeing many more relationships and it keeps growing.” – Liz Frank, IT systems analyst, Fortune 500 professional services company



# WHAT MAKES BMC DISCOVERY FOR MULTI-CLOUD DIFFERENT? HERE ARE REAL-WORLD RESULTS FROM OUR CUSTOMERS

According to the customers surveyed by TechValidate, several key benefits make BMC Discovery stand apart from its competitors.

## BROAD COVERAGE OF ASSETS AND ENVIRONMENTS

Customers appreciate the breadth and accuracy of information provided by BMC Discovery's automated, agentless capabilities, especially the ability to find and map over 4,000 distinct data center assets. They cited support for heterogeneous environments, including today's most complex multi-cloud deployments, as a key differentiator. The depth of the data presented by BMC Discovery for Multi-Cloud allows users to hit their targets for critical KPIs, such as:

- + Reducing mean time to recovery (MTTR) via accurate data for root cause analysis
- + Identifying shadow or unused infrastructure to recoup licensing and maintenance costs
- + Managing IT spend to budget and optimizing run costs

“ ADDM knows the truth about our systems. It's much more accurate than any worksheet shared by a team.

— Cedric Creton, ITSM Senior Engineer, ARINSO International

Source: Cedric Creton, ITSM Senior Engineer, ARINSO International | TVID: 19A-31C-766

Validated

Published: Sep. 23, 2015



TechValidate



“ I am impressed with the amount of data and quality of data collected from the servers.

— Lars Vissing, IT Specialist, Nordea Bank AB

Source: Lars Vissin, IT Specialist, Nordea Bank AB | TVID: A4E-773-A3E

Validated

Published: Sep. 23, 2015



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#### BMC DISCOVERY CUSTOMER REVIEW



4.5/5 Stars

#### How our organization uses BMC Discovery:

“ The most important requirement in our organization for BMC Discovery is for it to update our Asset Management and Configuration Management BORs. It is also being used as the primary source of information for our database BOR. The next capability that we would like to make use of is BMC Discovery's application mapping feature.

#### What you like most about BMC Discovery:

“ The expanse and depth of information that BMC Discovery provides for infrastructure (server-to-application mapping, network device relationships) has impressed many in our organization. The other feature that we really appreciate is the ease of use of the UI.

Source: IT Specialist, Global 500 Banking Company | TVID: 49E-53C-BAE

Validated

Published: Jul. 6, 2017



TechValidate



# SPEED

BMC Discovery for Multi-Cloud users agree that the speed with which the system discovers assets and maps dependencies is a huge asset. They value BMC Discovery for Multi-Cloud's "3 clicks to insight": the ability to model all asset dependencies in minutes, from a single entry point into all components of the IT infrastructure, and continue to scan multiple times per day.

The ability to get up and running quickly is important to BMC Discovery for Multi-Cloud users as well. As a ready-to-run virtual appliance, deployment takes just minutes with zero implementation headaches:

- + No installation process to run through
- + No external database to install and configure
- + No specific configuration and operating system requirements to satisfy

## BMC DISCOVERY CUSTOMER REVIEW



4.5/5 Stars

### How our organization uses BMC Discovery:

“ Asset Management, Incident, and Change Management. Application Modeling → CMDB → BPPM for event monitoring. Services defined in Application Modeling.

### What you like most about BMC Discovery:

“ I do like the fact that I can scan and find CIs quickly and have a report in a matter of minutes.

Source: Andherson Bastos, Enterprise Architect, Apotex | TVID: A7B-EA8-627

Validated

Published: Jul. 6, 2017



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#### BMC DISCOVERY CUSTOMER SATISFACTION RATING

An Engineer at a global 500 banking company would be very likely to recommend BMC Discovery for this reason:

“ BMC Discovery (ADDm) is instrumental for our organization to assess our IT footprint every 24 hours.

Source: Engineer, Global 500 Banking Company | TVID: AE5-601-3F9

Validated

Published: Jul. 10, 2017



“ I like to quickly be able to visualize complex applications and their relationships to crucial IT infrastructure components, along with knowing that what I can show is for real.

— Application Manager, Global 500 Banking Company

Source: Application Manager, Global 500 Banking Company | TVID: E27-216-5E5

Validated

Published: Sep. 23, 2017





# OUT-OF-THE-BOX CAPABILITIES

Features like start-anywhere application mapping, the broadest set of out-of-the-box patterns (including cloud), seamless CMDB integration and continuous data synchronization, and a comprehensive reference library for common operating systems, software, and hardware top users' lists of helpful built-in functionality.

“ That first time I showed my managers how many (and old) versions of our most used software....**priceless**. It's all from the huge out of the box capabilities.

— Engineer, State & Local Government

Source: Engineer, State & Local Government | TVID: 5B9-80A-D7C

Validated

Published: Sep. 23, 2015



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## EASE OF USE

The ease and speed of implementation, use, maintenance, upgrades, and more was a common theme among the customers surveyed by TechValidate. From intuitive UX/UI to comprehensive integrations to a single pane of glass interface into all multi-cloud assets, users value BMC Discovery for Multi-Cloud not only for what it can do, but for how simple it is to use.

### BMC DISCOVERY CUSTOMER SATISFACTION RATING

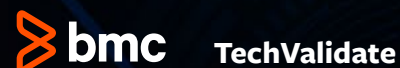
An Engineer at a Fortune 500 professional services company would be likely to recommend BMC Discovery for this reason:

“BMC Discovery is very easy to set up, maintain, and provides great data.”

Source: Engineer, Fortune 500 Professional Services Company | TVID: D11-FBA-344

Validated Published: Jul. 6, 2017

Based on a response of 8 to the question “On a scale of 0–10, how likely would you be to recommend BMC Discovery?”



“We can no longer imagine our IT department without ADDM.”

— IT Manager, Large Enterprise Financial Services Company

Source: IT Manager, Large Enterprise Financial Services Company | TVID: 6D0-27B-5D0

Validated Published: Sep. 23, 2015





## REPORTING

BMC Discovery for Multi-Cloud doesn't just gather data; it also enables visualization and adds business context. Customers share that the tool's reporting capabilities make it easy to understand and communicate asset discovery and dependency information at both the day-to-day and executive levels, so you always have complete visibility into what's happening and why it matters.

“The ease of access to the discovered information with the adhoc reporting capability is extremely useful for us.

— Application Programmer, Global 500 Banking Company

Source: Application Programmer, Global 500 Banking Company | TVID: CB6-1A1-3DB

Validated

Published: Sep. 23, 2015



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BMC DISCOVERY CUSTOMER REVIEW



4.5/5 Stars

How our organization uses BMC Discovery:

“We scan nightly with sweep scans and weekly for full scans. We are doing application mapping now with the idea of syncing with the CMDB in the near future. When we started application mapping, the data collected was minute. Once the first set of maps were constructed, the relationships started to build dramatically. With the next set of maps, we are seeing many more relationships and it keeps growing.

What you like most about BMC Discovery:

“The statistics that BMC Discovery compiles is one of the best pieces. I can review the graphs and reports in the dashboards and find the servers not scanning, credential errors, etc. This is truly helpful in getting the environment stable.

Source: Liz Frank, IT Systems Analyst, Fortune 500 Professional Services Company

TVID: FD7-B92-534

Validated

Published: Jul. 26, 2017



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## RELIABILITY

BMC Discovery for Multi-Cloud customers concur that the solution “just works”—one of the best compliments that software can receive. Consistent, dependable releases, a strong support team, low maintenance requirements, and easy upgrades all translate to a system that teams across the IT organization can rely on.

### BMC DISCOVERY CUSTOMER SATISFACTION RATING

An IT Professional at a global 500 telecommunications services company would be very likely to recommend BMC Discovery for this reason:

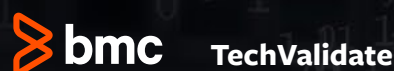
“BMC Discovery is a great product. It just works. It also upgrades reliably!”

Source: IT Professional, Global 500 Telecommunications Services Company | TVID: 6B6-CAC-DFA

Validated

Published: Jul. 10, 2017

Based on a response of 9 to the question “On a scale of 0–10, how likely would you be to recommend BMC Discovery?”





#### BMC DISCOVERY CUSTOMER SATISFACTION RATING

Sebastien Lavoie, an IT Analyst at Medium Enterprise Financial Services Company, would be very likely to recommend BMC Discovery for this reason:

1. The product does its job quite well. There's almost no bugs or anomalies and it's easy to use.
2. It's quite powerful, there is a lot of data that can be accessed through BMC Discovery
3. BMC's support team for BMC Discovery is great, it's the kind of team that always goes the extra mile.

“ ADDM is a highly reliable and valuable application for our organization. It's well designed and just keeps getting better and easier to manage. The BMC ADDM Support staff provides better response and service than any other product I've worked with in my 35 years of IT experience.

— IT Specialist, Large Enterprise Insurance Company

Source: IT Specialist, Large Enterprise Insurance Company

TVID: 990-569-3C2

Validated

Published: Sep. 23, 2015



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Source: Sebastian Lavoie, IT Analyst, Medium Enterprise Financial Services Company

TVID: AF4-BFD-589

Validated

Published: Jul. 26, 2017

Based on a response of 9 to the question "On a scale of 0-10, how likely would you be to recommend BMC Discovery?"



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## VALUE

Customers surveyed report that BMC Discovery for Multi-Cloud offers excellent value for their investment. Their opinions are consistent with the findings of a recent IDC report, which found that BMC Discovery for Multi-Cloud customers typically see:

- + 470% ROI over five years
- + Eight-month payback period
- + \$127K in business benefits over five years per 100 servers

### BMC DISCOVERY CUSTOMER SATISFACTION RATING

Kris Cichon, an Application Manager at a Large Enterprise Health Care Company, would be very likely to recommend BMC Discovery for this reason:

“This is the most effective and well-integrated discovery product on the market. ADDM represents an unprecedented good investment in the ITSM infrastructure. Well balanced complexity and app flexibility serves to address broad spectrum of the corporate business customers.

Source: Kris Cichon, Application Manager, Large Enterprise Health Care Company

TVID: F90-61E-5D9

Validated

Published: Jul. 26, 2017

Based on a response of 10 to the question “On a scale of 0–10, how likely would you be to recommend BMC Discovery?”



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An IT Specialist of a large enterprise insurance company is very likely to recommend BMC ADDM for the following reason:

“ The product provides immediate return on investment. The discovered data is highly accurate and useful in a large number of applications in our environment. The product is extremely well designed, robust, and rarely has technical issues. Beyond that, it's just a fun application to work with and manage.

Source: IT Specialist, Large Enterprise Insurance Company | TVID: BDF-6A4-C0B

Validated Published: Oct. 20, 2015

Based on a response of 10 to the question “On a scale of 0–10, how likely would you be to recommend BMC ADDM?”



An IT Professional of a large enterprise retail company is very likely to recommend BMC ADDM for the following reason:

“ ADDM is an amazing piece of software. It saves us tons of time managing our datacenter assets in the CMDB, it gives us functionality to manage application instances, and allows us near time view into our service landscape. It also gets easier and easier to use. I would recommend it even to organizations that don't use the BMC ITSM suite as a way to do discovery.

Source: IT Professional, Large Enterprise Retail Company | TVID: E27-D71-9C0

Validated Published: Oct. 19, 2015

Based on a response of 10 to the question “On a scale of 0–10, how likely would you be to recommend BMC ADDM?”





# ABOUT BMC DISCOVERY FOR MULTI-CLOUD

BMC Discovery for Multi-Cloud creates a dynamic, holistic view of data center and multi-cloud assets, highlights their relationships, and gives IT crucial visibility into how the infrastructure enables digital business. Each scan delves into the information and dependencies for all software, hardware, network, storage, and cloud services—providing IT with the context needed to create an application map from any piece of information about it.

Features and functionality include:

- + **Agentless, lightweight, and scalable:** BMC Discovery for Multi-Cloud is a ready-to-run virtual appliance. Deployment takes minutes, there is no installation process to run through, no external database to install and configure, and no specific configuration and operating system requirements to satisfy. This allows you to get up and running quickly with minimal effort to maintain it. While in operation, organizations can scan multiple times per day, depending on the need to maintain accuracy.
- + **Security:** BMC Discovery for Multi-Cloud is proven to be secure using standard security certifications, including Common Criteria EAL2. The virtual appliance has been hardened, complies with NIST STIG, and supports FIPS 140-2 encryption standards. The application offers granularity in configuring access rights, encryption, and depth of discovery actions.
- + **Configuration management database (CMDB) integration:** BMC Discovery for Multi-Cloud offers seamless integration into BMC CMDB with out-of-the-box, continuous data synchronization. In addition, BMC Discovery for Multi-Cloud offers web services and database integrations that can be used to synchronize the data with other CMDB technologies.
- + **Reference library:** BMC Discovery for Multi-Cloud provides dates for end of life, end of support, and end of extended support for common operating systems and software. This can help quickly identify unsupported software, better plan for upgrades, and avoid upgrading software that is no longer supported. The hardware reference library provides vendor specifications for hardware power and thermal ratings. This information identifies inefficient hardware so that you can address the issue directly. In addition, BMC Discovery enriches discovered software with Common Platform Enumeration (CPE) information provided by the National Vulnerability Database. This assists security operations in identifying dependencies associated to vulnerabilities.
- + **Discovery for Multi-Cloud for Storage (optional add-on):** This content pack enables storage components from twenty-five virtual and physical storage brands to be included in ITSM processes, enabling storage management teams to focus on more strategic work within their discipline.



## GET STARTED NOW

See for yourself how automated, agentless BMC Discovery for Multi-Cloud can enable and empower your digital transformation. Start your [free trial](#) now.

### Methodology

This ebook incorporates the results of a validated, third-party survey conducted for BMC by TechValidate. All current BMC Discovery customers were asked to participate, from managers and influencers to users and admins.





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