

Scattered, inconsistent configuration knowledge is an increasing problem for the modern data center. With too many moving parts, mounting diversity in technology and complexity, the lack of accurate centralized configuration knowledge contributes heavily to the fact that 80% of all IT incidents can be traced to misconfiguration. This also makes it virtually impossible to institute effective change control and change management processes.

FireScope Orchestrate enables organizations to easily centralize all of their scattered IT configuration knowledge into a single interface and use this information to implement effective change management, better reporting and visualization.

While consolidating IT configuration data may not seem like anything new, FireScope Orchestrate takes a fresh approach that makes it easier to accomplish and easier to maintain over the long term. First, FireScope Orchestrate offers a wealth of standards-based federation capabilities that enable it to tap into your existing sources for configuration data and pull that data into Orchestrate. Next, every piece of incoming data is tagged with its source, the date and an Integrity Score is applied based on accuracy, freshness and completeness. This Integrity Score is then used by Orchestrate's Reconciliation Engine to filter out inaccurate or old data. To complete population, and to verify existing data, FireScope Orchestrate also includes a built-in discovery engine to scan your network and complete the big picture. Finally, the solution can model the complex relationships between assets, giving you easy access to the big picture of IT operations.




**"We have effectively managed to design, configure and upload all of our service's CI's and have an up and running CMDB in only 6 days!"**

- Gez Weaver, Liverpool Direct Limited

## Business Value

- Achieve a consistent "truth" of configuration information.
- Plan and manage IT change more effectively, reducing the number of incidents caused by misconfiguration or miscommunication.
- Respond faster, more effectively to incidents by having all configuration knowledge consolidated into a single interface.
- Manage vendors more effectively by linking contracts and deliverables to associated assets, giving you a more effective view of the value derived.
- Get the most out of virtualization and cloud initiatives by identifying the best candidates for migration while minimizing disruption to the business.
- Design a more effective disaster recovery or business continuity plan through better understanding of which assets contribute to your critical services and how.
- Identify and decommission or repurpose under utilized assets and reduce data center costs.



## FireScope Orchestrate Features

### Integrated Solution

- Delivered as a VMWare player or ESX server Virtual Machine with all of the following pre-installed as part of a single-solution
- Discovery of infrastructure assets and dependency mapping
- Customizable Configuration Management system
- Standards-based Federation
- Data Integrity scoring and Reconciliation engine
- Intuitive Change Management system
- Inline report viewer and designer
- Automatic Data Center visualization
- User-customizable dashboards

### Configuration Management

- Customizable, object-oriented data model
- Default data model includes 150+ Configuration Item (CI) types
- Each CI can be related to many other CI's to describe complex relationships
- All changes to CI's stored in auditable log, including what user or data source that introduced the change
- Create your own CI-types, relationship types, or extend existing types by adding new attributes

### Change Management

- Customizable RFC's based on industry best-practices
- Change Management leverages Configuration Management system
- Sandbox planning mode enables users to perform 'What-if' scenarios to pre-flight test potential change
- Integrated change calendar
- RFC's can be approved via email or mobile application

### Federation

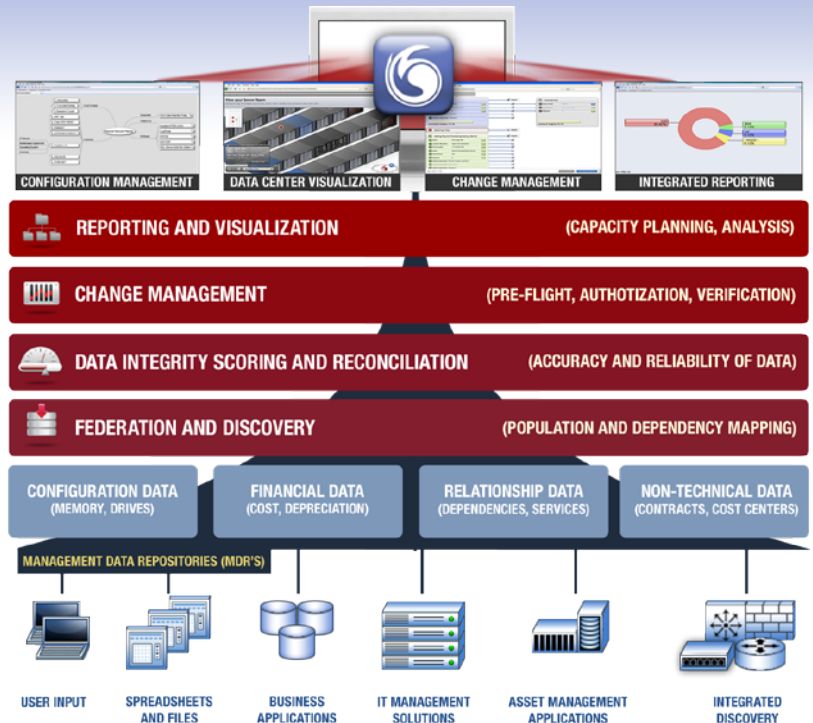
- Standards-based federation, no expensive add-ons required
- Connect to any standard JDBC-compliant database
- Direct import spreadsheets or XML files in almost every format
- All configuration performed directly in the interface, no need to write code or edit files
- Integrated web service provides limitless possibilities for integrated with custom applications

### Reporting

- Inline reporting, with no need for additional software or licenses
- Report against any CI-type and their dependencies, from contracts to people to servers to applications
- Easy 2-step report building process gets you to actionable intelligence in mere minutes
- Reports can be exported as PDF, CSV or HTML formats

### Pricing

- Flat-rate pricing based on CI-count, no need to count nodes, interfaces or volumes
- Perpetual and subscription licensing available
- No charge per user account
- No charge per report



### Visualization

- Configuration Item dependency navigator draws out the relationships between a selected CI and everything its related to
- User-customizable dashboards utilize report data to maximize scope and depth
- Data center visualization feature automatically generates data center and rack maps of your assets, with drill down to configuration details
- Integrated change calendar helps users visualize workload, including projects that are still in the approval process

### Integrity Scoring and Reconciliation

- All incoming data is tagged by source, user and date; presented to user via mouseover as needed
- Data sources are given an integrity score, based on accuracy, freshness
- Reconciliation engine enables rules-based or automatic evaluation to ensure that older, less accurate information never over writes fresh data

### Discovery

- Agent-less discovery and no need for additional client-side software
- Includes OS identification, RPC analysis, route analysis, service discovery, SNMP queries and more
- Optionally integrated with Change Management for human verification prior to committing new data to the system
- All configuration performed directly in interface, no need to write code or edit files

### Rapid Time to Value

- Delivered as a virtual appliance with all software pre-installed
- Begin populating data on 1st day
- Auto-discovery and auto-mapping of assets
- Highly intuitive administrative interface, with extensive automation
- Supports your existing organization and processes
- Automatic updates deliver new features and patches at the click of your mouse

### Get Started Today

Businesses world-wide have embraced FireScope ITSM solutions to help them realize a comprehensive strategy for IT Operations. Regardless of the size of your infrastructure, how geographically spread out your offices or what your business priorities are, FireScope can revolutionize how you conduct IT Operations. To get started with FireScope, visit our website at <http://www.firescope.com> or call 877.780.FIRE (3473)