



# How Do Your Clients See Your IT Services?

“Everything is working” doesn’t mean everything is working together. The only thing that matters is the customer experience.

## Gain Clarity from the Chaos...

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- » Reduce the number of self inflicted incidents and problems
- » Reduce the time to restore service and resolve incidents
- » Identify the services necessary to sustain “mission critical” business applications in your environment
- » Consolidate, reduce and secure the data required to deliver services
- » Lower ownership and operational costs through effective IT asset management.

# uCMDB Foundation/DDM from AMP

A CMDB in 30 Days Is Possible!

Contact:

AMP offers its CMDB Foundation Solution to help clients realize rapid value by discovering, mapping and tracking a critical business service that has substantial impact on your business. Our clients gain insight into the interrelationships and impact of every component that transforms traditional IT functional views into actionable business service views.

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AMP's approach leverages HP's Universal CMDB and Discovery and Dependency mapping (DDM) tools. Using these tools, AMP builds the complete mapping of a business service. Clients quickly see the CIs and dependencies for the application and gain deep understanding of trouble zones, impacts of changes, deviations from the Gold Standard and much more. You can now mitigate the risk of disruptions associated with changes; and when necessary, restore service more quickly.



Elite Partner  
Software



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## Project Scope -

Implementation of a CMDB with one business service that includes:

- » HP licenses for uCMDB and DDM products for up to 100 OS instances
- » Maintenance & Support for one year
- » Professional services to map business service with up to 25 Servers
- » Enterprise rollout plan to expand to additional services/applications
- » Completed in 30 days

Cost of \$50,000.00

