FNT

// simplify complexity

Central repository with information on all configuration items and their relationships and connections

Extensive interfaces simplify consolidation of data from other systems

Modern management functionalities including analysis, visualization, planning and process management

FNT's modern Configuration Management Database

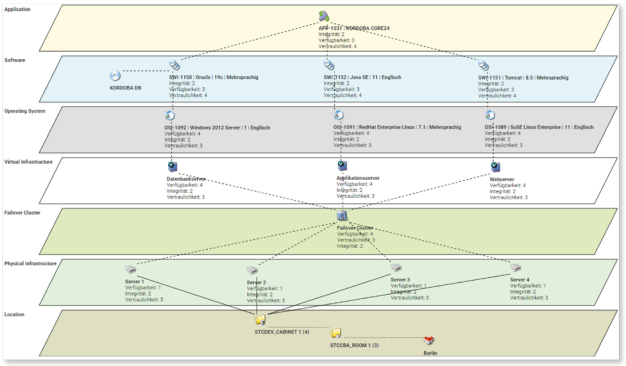
Pave the way for better IT infrastructure management with the FNT Command Platform

Internet of Things (IoT), Artificial Intelligence (AI) and cloud computing are increasing the complexity of IT infrastructures. At the same time, users expect ever greater speed and flexibility. Even though these developments contradict each other, IT organizations must accept and deal with this reality. Probably the most important action they can take is to utilize a Configuration Management Database (CMDB). A CMDB provides the necessary foundation to maintain a clear overview of the IT infrastructure, ensure it is managed efficiently, and enable automation.

ALL CONFIGURATION ITEM INFORMATION AT A GLANCE

With the FNT Command Platform as a modern CMDB, you get a central repository that contains all important information on all configuration items (CIs) of your IT. Every element of the IT infrastructure is a CI, regardless of whether it is hardware, networks, applications, or services. FNT's CMDB also contains all relevant contract, license, and personnel data. In addition, the solution maps the relationships and dependencies between CIs across all levels of the IT stack. In combination with comprehensive visualization options, you gain a deep and comprehensive insight into the IT infrastructure.

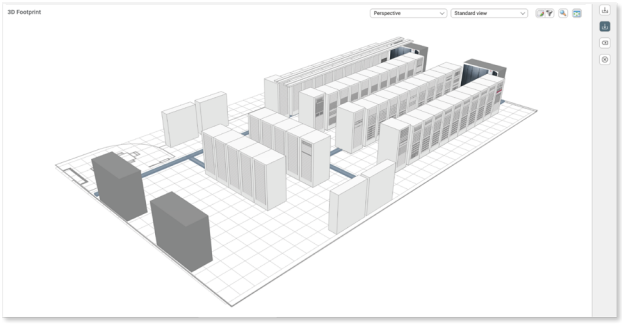
Thanks to extensive interfaces for bidirectional data exchange with other tools, FNT's CMDB automatically consolidates content from distributed or specialized databases, displays cross-silo dependencies and merges them into a single point of truth. This gives you a digital twin of the entire IT infrastructure in one system – updated daily, manufacturer-independent and without excessive maintenance effort.



FNT's CMDB provides a clear overview of the entire application infrastructure.

PLAN INFRASTRUCTURES MORE EASILY AND MANAGE THEM BETTER

In addition, the FNT Command Platform includes numerous modern management functionalities ranging from analysis and visualization to planning and process management. These help to manage highly complex IT infrastructures efficiently, eliminate faults more quickly, manage transformations and changes better and standardize and optimize IT service processes.

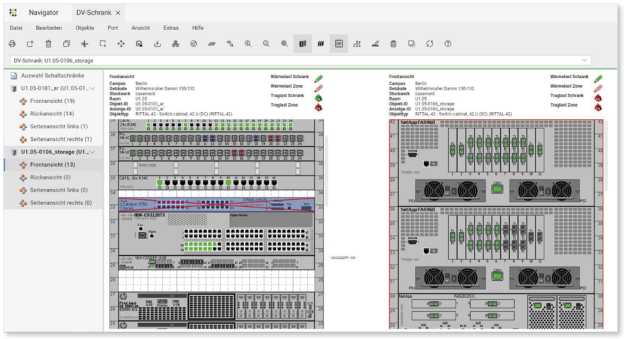


A virtual interactive 3D walkthrough as a digital twin of the data center

Key functions in detail

SIMPLE INFRASTRUCTURE CAPTURE

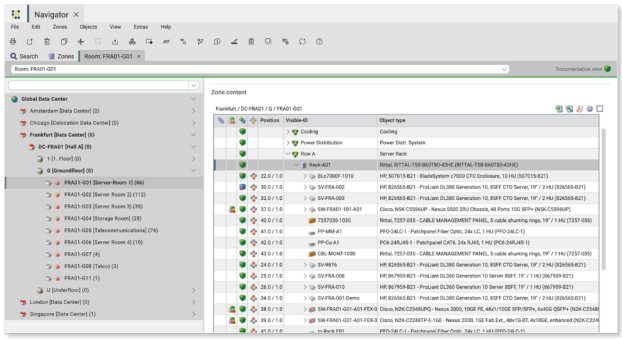
Predefined device types mean that CIs can be added to the database and managed quickly. These device types are provided by FNT as photo-realistic depictions in a central component library, which is continuously updated. The library currently contains over 75,000 predefined devices from many different vendors. Detailed technical information is also provided for all devices, together with details of ports, connector/plug type, and cable type. For the purposes of planning and resource management, further information, such as the required rack units, weight, nominal power consumption, and thermal performance, is also included for the relevant devices. Cable types and connectors likewise form part of the master data. Together with automated plausibility checks, this allows efficient design and planning of cable connections.



Racks, including the devices within them, are shown in a photo-realistic display and can be managed interactively

EFFICIENT MANAGEMENT OF CI RELATIONSHIPS

FNT Command displays a graphical overview of the existing database relations for each CI recorded. This makes it easy to visualize all relationships across all CI classes in order to easily track and understand the connections and dependencies of a CI to neighboring objects (such as devices or services). These CI graphics can also be saved. For even faster use, configurable graphic templates with views of any CI classes and their relations can be defined.



Comprehensive IT asset management and CMDB functions, including localization, responsibilities, and lifecycle and contract management

CHANGE PLANNING

To enable targeted management of changes to the infrastructure, FNT Command offers a comprehensive planning function that allows efficient recording and management of move, add, and change processes. The system supports not only physical CIs but also the planning of logical CIs, such as services. Planned CIs are presented differently from existing CIs for better visibility. A logging function makes it easy to track implemented changes and expansion tasks in the various FNT Command modules. In conjunction with end-to-end process management, this forms the basis for controlled change processes.

INTEGRATED PROCESS MANAGEMENT

Integrated process management helps to efficiently manage and monitor changes to the infrastructure (i.e., provisioning, change, and cancellation processes) by means of flexible workflows. Changes planned in FNT Command can be easily forwarded to internal or external work teams as detailed work orders. Technicians mark the task as complete once the work has been done, thus directly documenting the current status in FNT's CMDB. This not only makes workflows more efficient and reduces the possibility for error, it also ensures that all changes are always recorded accurately in the CMDB.

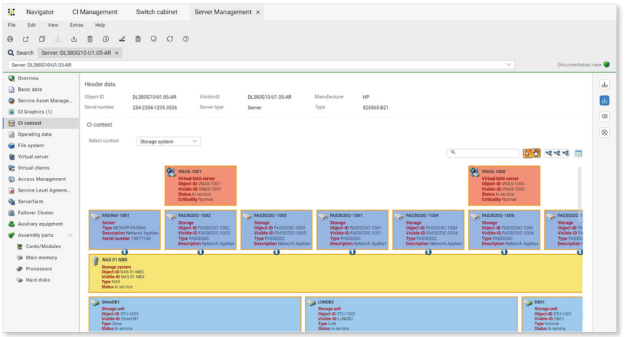
ANALYSIS, VISUALIZATION, AND REPORTING

To provide better insights, the documented infrastructure data can be analyzed, visualized, and evaluated in a number of different ways. Various graphical representations make it possible to easily identify relationships within the infrastructure at a glance. Each individual component can also be visualized graphically. A range of different functions are available for data analysis. Tailored database queries allow targeted analysis of the available information by means of predefined reports that can be exported to Excel, among other options. To enable you to make quicker and better decisions based on the data, a powerful modern business intelligence component visualizes the data in the form of interactive dashboards.

A GIS application makes CIs from the CMDB in cable networks transparent and displays infrastructure objects georeferenced on maps.

DOCUMENTATION AND PLANNING OF MODERN SERVER LANDSCAPES

Hybrid server and storage infrastructure can be documented, planned, and managed in its entirety. Alongside physical and virtual server systems, the CMDB also supports storage and memory systems as well as distributed systems. CIs are documented in their respective contexts rather than as individual components, which enables easy tracking in the event of a fault. This is supplemented by the relationship management functionality of a modern CMDB: accessories such as contracts, persons and maintenance windows can also be assigned to the individual servers.



The entire server landscape at a glance – from physical to virtual

CLOUD INFRASTRUCTURE MANAGEMENT

Companies are increasingly relying on hybrid IT infrastructures that consist of traditional infrastructures in on-premise data centers combined with private and public clouds. The FNT Command Platform provides a centralized overview of all systems, documenting and managing not only the infrastructure elements in your own data center but also the cloud infrastructure elements of other providers.

This capability is particularly important in multi-provider situations and in scenarios involving hybrid application architectures where local components and elements of the cloud need to work together smoothly. On the one hand, for the SLA-compliant design of operations and essential support in root cause analysis in the event of an error, and on the other hand for the ability to provide information in compliance audits when it comes to the correct representation of information networks.

MANAGING PHYSICAL AND LOGICAL NETWORK STRUCTURES

The solution includes extensive functions for provider-independent management, planning, and analysis of physical network structures along the entire life cycle from implementation to end of life. Integrated IP management means that IT organizations can stay on top of extensive network structures through transparent management of IP networks and IP addresses (IPv4 and IPv6). It also enables users to document IP network dependencies in an integrated system that allows efficient and proactive management of IP networks and assignment of IP addresses. Furthermore, VLANs and WLANs can also be managed right up to the customer and service level. Comprehensive documentation and planning of network and service resources for all wired and wireless network technologies is also included in the solution.

END DEVICE MANAGEMENT

Modern asset and configuration management of workplace infrastructure allows users to holistically plan, implement, and operate modern infrastructures for the workplace. This enables companies to achieve greater operational efficiency because all workplace elements from notebooks to PCs/NCs, virtualized desktops, installed software, and the usual peripherals, such as monitors, printers etc., are documented and managed.

LICENSE AND CONTRACT MANAGEMENT

The software CIs used within the organization can be centrally planned, documented, and managed using FNT Command. All the software products, software installations, applications, and instances in use or planned, together with the associated licenses, relationships, service contracts (SLA, TER, QoS), and other information, are clearly recorded in a central system. Integrated reporting provides a range of analytical insights into the software deployed by the organization as well as being an important tool for license audits.

SIMPLE CONNECTION TO OTHER SYSTEMS

Open standard interfaces to all relevant third-party systems allow the FNT Command Platform to be used as a data source for other systems and applications. The database can also be connected to other database systems as a data sink to enrich the CMDB with information from these systems. This ensures that the data is always up to date across all systems, which greatly simplifies and accelerates both the initial data acquisition and the continuous updating of the database. For fast data synchronization, detailed information is only included where it offers a tangible benefit. Where this is not the case, the CMDB instead provides a lower level of detail with condensed information. To see more details, users can jump immediately to the relevant third-party system.

FURTHER SOLUTION HIGHLIGHTS

- **Modern, web-based software interface** and special mobile app for easy, anywhere access to the software
- **Flexible roles and rights concept** allows highly granular assignment of user authorizations
- **Cloud-ready software solution** is also available as a SaaS model
- **Modular structure** allows expansion to include other functionalities or infrastructure areas

BENEFITS OF FNT'S CMDB

- **Identify and avert risks more quickly** thanks to complete transparency of the IT infrastructure with all complex relationships and dependencies
- **Shorter downtimes**, as errors and problems can be localized more quickly using powerful visualizations
- **A more solid basis for standardization and optimization of IT service processes** enables faster ticket processing, a higher first resolution rate and increased helpdesk efficiency, resulting in more satisfied customers and better services
- **More efficient audits and certification processes** thanks to always up to date and complete infrastructure data
- **Simpler management of complex IT infrastructures and lower operating costs** through modern management, planning and workflow functionalities
- **Greater IT sustainability**, as existing resources can be better utilized due to improved transparency
- **Cost and time savings** for CMDB maintenance as a result of almost unlimited integration options with surrounding systems via interfaces

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