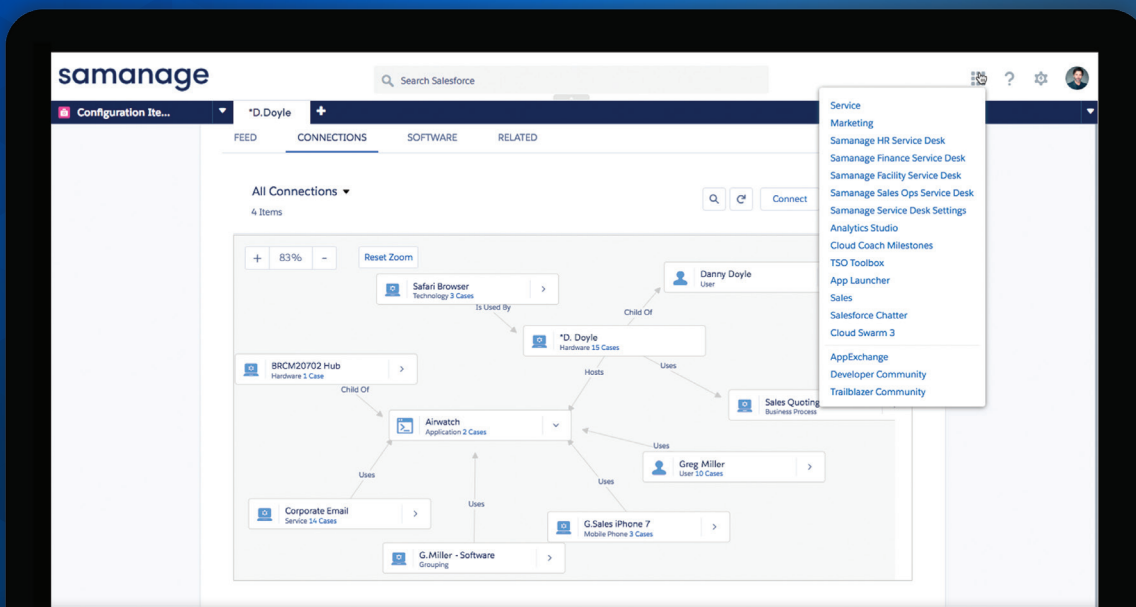


SAMANAGE DISCOVERY

Improving Service Through Cloud-Based Discovery and AI



Samanage Discovery and CMDB help you visualize the dependencies between Configuration Items (CIs) in your infrastructure.

Samanage is different. Using technologies like AI, Samanage helps you predict how changes and issues over time will affect services and impact employees to allow for more proactive management. And we offer predictive insights to avoid unnecessary downtime due to change collisions that would normally cause service outages. This keeps employees productive and helps IT stay efficient with a solution that is easy to maintain and that offers a low TCO.

Samanage Discovery is real-time, self-maintaining discovery solution that helps organizations improve service delivery, drive new levels of efficiency, and mitigate risk. We provide multi-tenant SaaS platform built on AWS that enables serverless computing, providing infinite scale and integration with other platforms. Samanage Discovery leverages and extends the proven Samanage Discovery solution which manages more than 2 million assets around the world today.



“Wyndham selected and are implementing Samanage, an ITSM solution built on the Salesforce platform, because we believe it will best serve the long-term needs of our employees. If we can give our employees a better internal service experience, that translates into better service for our franchisees and guests.”

— Scott Strickland, chief information officer, Wyndham Hotel Group

Samanage Discovery integrates with Samanage for Salesforce, helping you gain actionable insights from your discovered data:



KNOW WHAT YOU HAVE

- Create an inventory of everything you have across your technology landscape
- Discover business & IT services, configuration items (CIs) for data center and cloud infrastructure hardware and services, and understand relationships & interactions between each of them



UNDERSTAND HOW ISSUES AFFECT SERVICE

- Visualize how configuration items (CIs) support services
- Prevent service disruptions and outages by understanding the relationships that your assets and infrastructure have on key services
- Restore service more efficiently with faster root cause analysis for configuration related changes



KNOW HOW ISSUES AFFECT YOUR TEAMS

- Know what users are impacted by which services
- Understand risk of impact of planned changes
- Improve employee productivity and satisfaction



KEEP UP-TO-DATE

- Enable a self-updating and self-maintaining CMDB
- Detect when configuration changes are made outside approved configurations to prevent unplanned downtime
- Build a predictive model to show how and when changes cause slow down performance or impact availability.

Samanage Discovery complements Salesforce Cloud to bring out the best of Einstein, Lightning, and other technologies to deliver a complete service management solution.



As a growing company the (Samanage solution) has been amazingly helpful to our business. We have at the click of a button a vast amount of information that in the past would need to be physically reviewed and jotted down. The audit aspect alone has allowed us to do away with archaic control management techniques and see all of the needed changes for compliance in seconds!

— CEO, Communications

“Overall, the offerings from Samanage outshine the competition. They offer highly robust feature sets for the management of service requests, workflows, and tracking assets.

— Reviewer from Gartner Peer Insights

ABOUT SAMANAGE

Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk vendor. Our team is dedicated to helping customers deliver a better and smarter service experience to their employees. Samanage is smart, easy to use, and inspires customers, small to large, to simplify complex tasks and automate services across an organization. With over 1,500 customers around the world, our software can be tailored to meet specific service needs.

To learn more about Samanage, please visit www.samanage.com or call 1-888-250-8971.