

Market
Pulse



The state of IT discovery and CMDB: Multiple solutions deliver better results

Multitool users achieve greater value and satisfaction while looking ahead to GenAI.

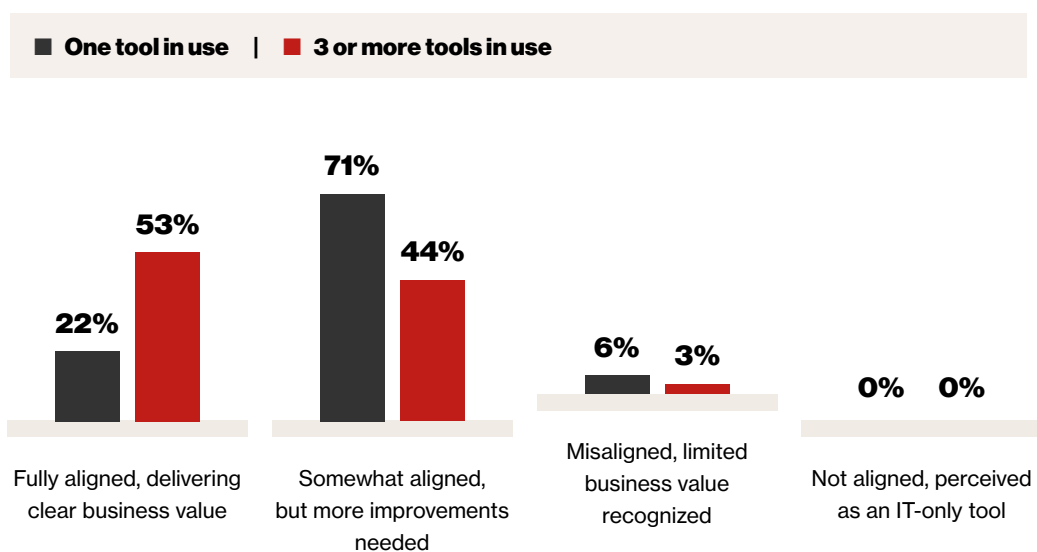
Cost and complexity drive many IT solution decisions. IT discovery and configuration management database (CMDB) tools are no different. Often, decision-makers fear that running multiple IT discovery and CMDB solutions will lead to greater costs and complexity without an increase in business value.

A new Foundry MarketPulse survey explores whether this concern is justified and identifies both challenges and successes across multitool and single-tool strategies. Overall, the survey finds that multiple IT discovery and CMDB tools are getting better results. Significantly, multitool users

were more likely to report that their discovery and CMDB solutions are fully aligned with their business and IT initiatives (see chart). However, the survey also finds that multitool users face heightened challenges, while single-tool users confront hurdles of their own.

Multitool users were more likely to be satisfied with the cost-to-value ratio of their solutions. Notably, 39% of those using three or more tools were highly satisfied, compared to only 10% of those using a single tool. Meanwhile, multitool users were more satisfied with their discovery capabilities (36% multitool;

Figure 1
Multitool users more often report discovery and CMDB solutions fully support broader business and IT initiatives



SOURCE: FOUNDRY

12% single-tool). Despite this marked degree of satisfaction, companies that invest in multiple solutions tend to face more challenges. This is likely caused by the efforts of multitool users to tackle more advanced uses of their IT discovery and CMDB data than single-tool users. For example:

- **IT operations: application and infrastructure availability and performance**
 - Multitool: **92%**
 - Single-tool: **49%**

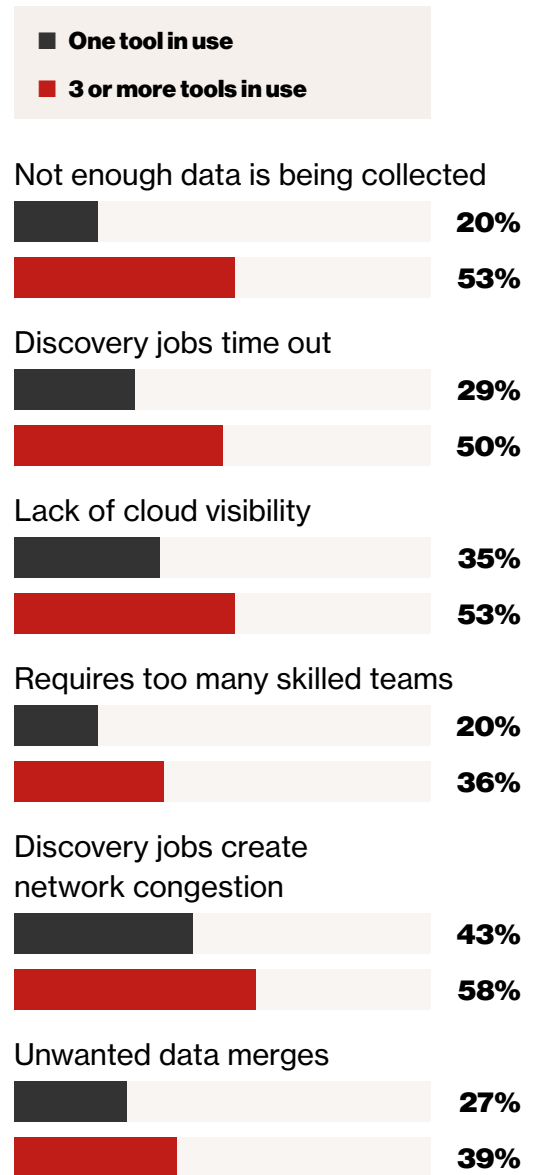
- **IT operations: cloud migrations**
 - Multitool: **89%**
 - Single-tool: **41%**

- **SecOps: outdated and vulnerable software identification**
 - Multitool: **56%**
 - Single-tool: **22%**

Multitool challenges

Among the challenges confronting multitool users, the most salient is that not enough data is being collected, probably because advanced-use cases require more data. Additionally, the use of multiple tools tends to cause discovery jobs to time out, probably due to network congestion.

Figure 2
Challenges facing multitool users



SOURCE: FOUNDRY

Single-tool challenges

Users of a single IT discovery and CMDB solution reported several challenges – most significantly, frustration with the business value they receive. For example (and perhaps contrary to expectations), single-tool users reported higher incidences of duplicate data, which tends to cause extra work; this is a likely reason for dissatisfaction. They also face more reconciliation issues than do users of multiple tools. These findings indicate that fears of complexity introduced by additional discovery tools might be misplaced.

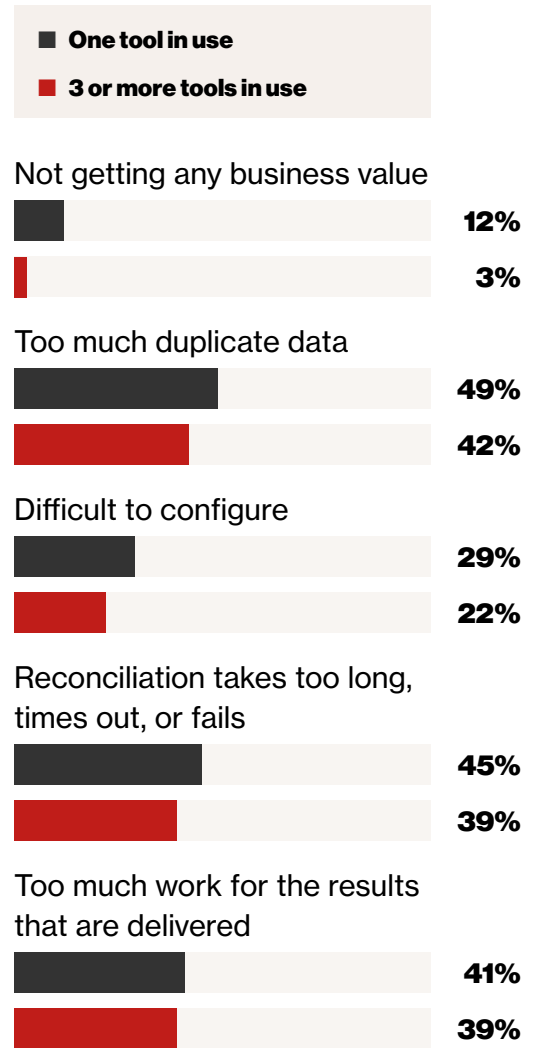
Often, IT decision-makers fear that adding multiple IT discovery and CMDB solutions will increase complexity and management challenges. However, the narrow gaps between the challenges presented by a single solution and three or more solutions indicate that this isn't the case, especially when measured against the reported increases in satisfaction among multitool users noted earlier.

The coming of AI

AI is having a broad impact on many areas, and IT discovery and CMDB are no exceptions: Among decision-makers, 96% said they anticipate that AI will affect

Figure 3

Challenges facing single tool users



SOURCE: FOUNDRY

discovery and CMDB solutions positively in the next three to five years. Overall, more than six in 10 (63%) expected discovery and CMDB solutions to integrate with and support generative artificial

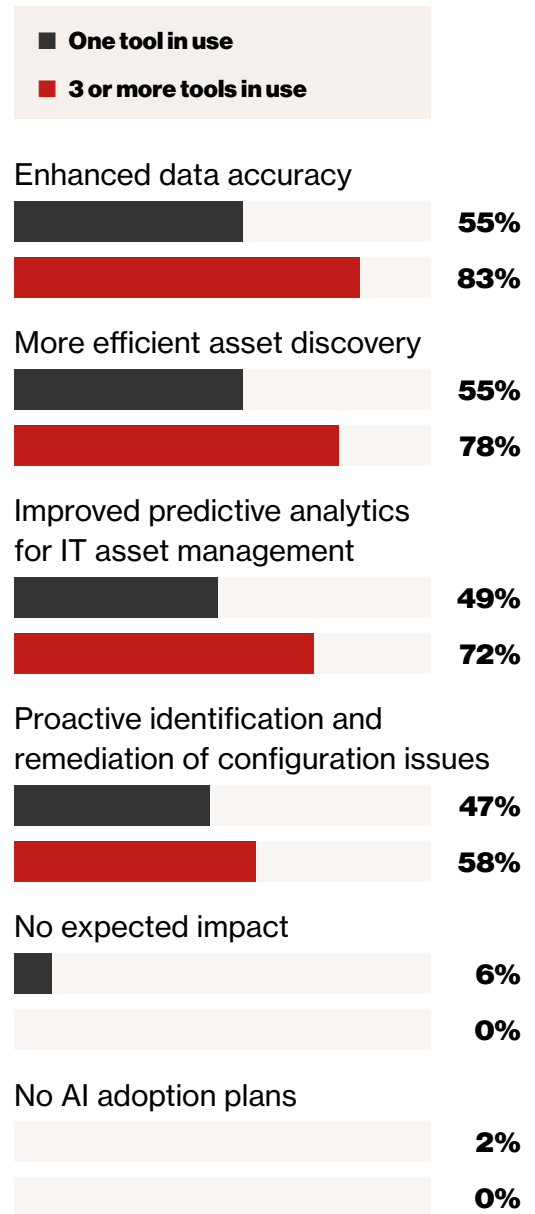
intelligence (genAI) over the next three to five years. Those using multiple tools reported the greatest expectations for AI.

The rise of AI demands swift integration

As survey respondents looked to the next three to five years, OpenText users tended to have higher expectations in relation to AI but also a range of use cases they need their discovery and CMDB to support. This might be due to two factors: first, the ability of OpenText technology to integrate with both single and multiple tools, enabling users in both categories to gain from using OpenText solutions; and second, OpenTexts continual engagement with their customers to understand their needs and priorities to deliver advanced discovery capabilities. The following highlights OpenText customers expectations compared to other providers.

- Integrate with and support genAI (65% vs. 62%).
- Directly integrate with and support devops (51% vs. 40%)
- Better business rationalization about what is running (45% vs. 38%).

Figure 4
Regardless of the number of tools in use, nearly all decision-makers anticipate AI will positively impact discovery and CMDB



SOURCE: FOUNDRY

- Unite OT, IT, and IoT into a single discoverable source (42% vs. 23%).
- Broader edge-device discovery (49% vs. 17%).

Conclusion

Whether using single or multiple CMDB and IT discovery tools, organizations should prepare for the advent of AI and genAI over the next three to five years. However, the need to address the current shortcomings of their IT discovery and CMDB tools is urgent, and exploring a multitool approach may yield greater satisfaction. This is especially true for organizations tackling advanced-use cases such as IT and security operations. By implementing

a solution like OpenText Universal Discovery and CMDB which integrates with many other CMDBs and supports multiple use cases, including DevOps and edge-device discovery, as well as OT, IT, and IoT, technology decision-makers can better execute service management and performance management. This also positions their organizations for further gains from AI and GenAI.

To learn how a multitool IT Discovery and CMDB approach can benefit your organization, please visit

<https://solutions.opentext.com/cloudops/discovery-and-cmdb/>

1. IT discovery and CMDB: Use cases and challenges, Foundry Research, March 2025. The survey encompasses 120 qualified respondents in the US, Canada, UK, and Australia. Company size: \$1B+ annual revenue. Industries include Financial Services, Technology, Retail, Manufacturing, Energy, and Healthcare. Service Management and Performance Management are the top use cases.

2. 38% use only a single tool; 62%, two or more; and 30%, three or more. This report highlights the significant contrasts between users of a single tool and those who use three or more. Users of three or more were more likely to be working with multiple vendors, including ServiceNow (94%), BMC (89%), Device42/Freshworks (72%), Flexera (67%), and OpenText (53%). Single-tool users prefer ServiceNow (70%), OpenText (17%), BMC (9%), and Flexera (4%)(see chart).