

# EMA Radar™ for CMDB/CMS Use Cases: From Database to Federation Q1 2012

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## iET Solutions Vendor Profile

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## iET Solutions Profile

### Introduction

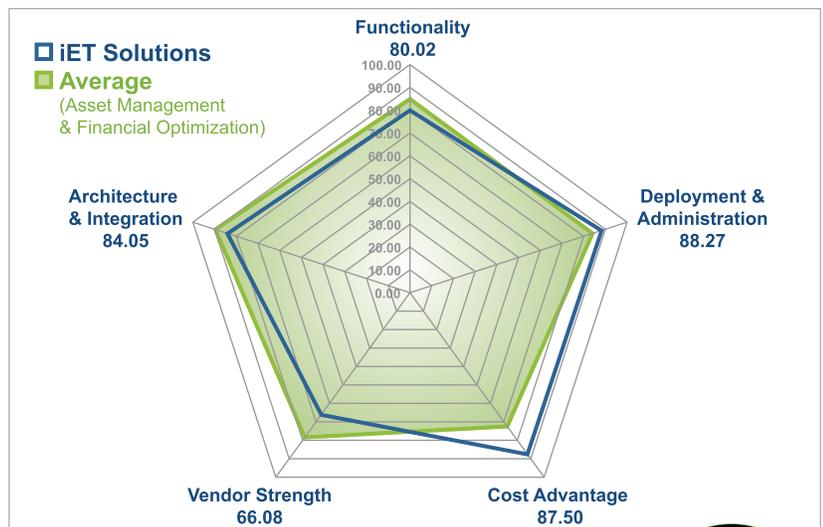
iET Solutions, now a part of Unicom Systems, Inc., stands out as being uniquely compelling for a true CMDB solution from a cost, administrative and functionality perspective when integration into other product environments is key. And in fact, the company's CMDB has been incorporated in a non-iET Solutions service desk, for instance, with ease and success, so that it may arguably be the most versatile single CMDB investment in this radar as well as in EMA's more mid-tier assessment in June. iET is also one of the most cost-effective solutions in terms of both price and deployment requirements in this radar—and in a virtual tie for second place in the Cost Advantage (cost plus administration) with ServiceNow.

The iET CMDB solution serves a middle ground heartland of customer environments seeking a functionally rich solution that can also bring value quickly and easily. iET Solutions positions itself as a “true ITIL-aligned solution” with a suite that includes the iET ITSM Service Asset and Configuration Management module, the iET CMDB Intelligence for effective rules-based reconciliation, iET CMDB Discovery, and the iET Integration Center. The iET CMDB is certified for Incident Management, Problem Management, Change Management, Release and Deployment, Service Level Management, Service Portfolio Management, Service Catalog Management, Knowledge Management, Event Management, Availability Management, Service Asset and Configuration, and Request Fulfillment. More recently (since the Q2, 2011, *EMA Radar for CMDB/CMS Use Cases: Innovation through Diversity*) iET Solutions introduced its iET Inventory Center—for agentless asset inventory discovery.

### Use-case Perspectives

#### Asset Management and Financial Optimization – Value Leader

In both last year's and this year's radar, iET Solutions was a standout in the Asset Management and Financial Optimization category. Part of this is due to its native integration with the iET ITSM Service Asset and Configuration Module, which helped the company perform as a very Strong Value in EMA's Software Asset Management Radar from May 2011. Needless to say, the new iET Inventory Center – with flexible SNMP and WMI-based cross-domain discovery, also serves to consolidate this vendor's leadership in asset management. But many of iET Solutions' strengths come from well thought-out process flows to support asset lifecycle management as well as its rich integration capabilities for third-party sources. According to one customer, “Our integration with Altiris is now at the point where most inputs are automatic. We're leveraging iET Solutions to manage assets from desktops, to systems to the network.”

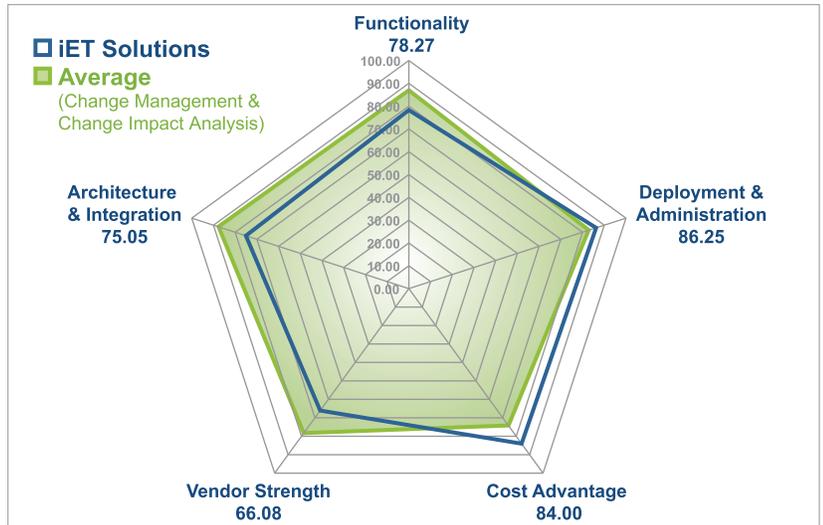


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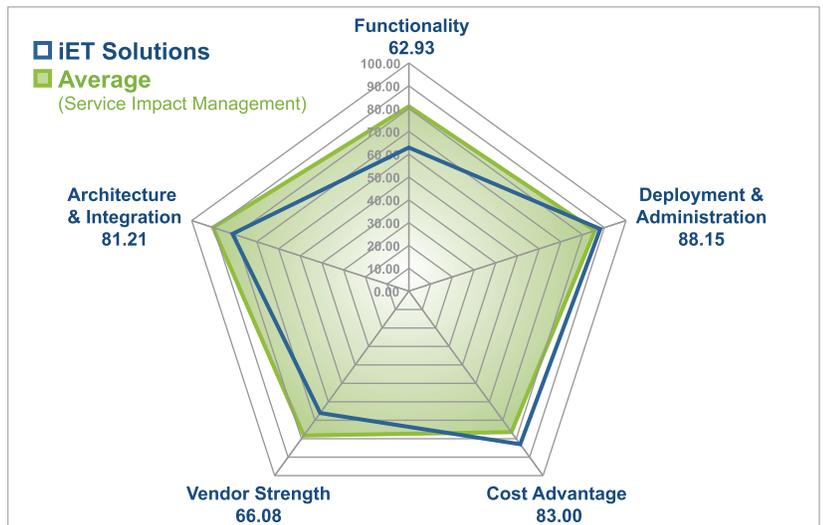
## Change Management and Change Impact Analysis – Strong Value

iET Solutions had especially high ratings in Cost Advantage and scored above average in deployment and administration. iET's CMDB has a well-defined Staging Area between discovery and the CMDB itself that delivers a clear and automated Variance Comparison. The iET Process Analyzer offers additional BI-level analytics to trace historical changes across CIs and their interdependencies. According to one customer, "if we make a change to a server, we know immediately which data bases are blocked, and who has to be informed."



## Service Impact Management – Strong Value

While the company lacks some of the real-time CMDB operational support that the Value Leaders delivered in this category, its CMDB can interface with monitoring systems effectively via workflows, trouble ticketing and automated capabilities to update CIs on a 24-hour, or on-request basis. The iET CMDB also provides real value in supporting change-related diagnostics through its combination of manual application dependency mapping and its rich change management related analytics.



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## **Deployment and Administration**

iET Solutions was a consistent leader in Deployment and Administration across all three use cases. The company estimated about ten man-days of service to initialize the CMDB, do a proof of concept, and scan a designated area for incorporation. Beyond that, full deployment and customization would take additional days depending on scope and use case. Overall, iET Solutions estimated six to nine months for meaningful ROI in an environment where the customer was well prepared for a phase-one deployment in terms of process and organizational readiness. The company also offers what it calls the “iET Developer’s Studio” for customizing modeling, which can be used by both customers and iET consulting. Its customers were overall quite bullish about the iET CMDB’s deployment strengths. “We found the iET CMDB much easier than the competition – we did the entire project after initialization in just six months.”

## **Cost Advantage**

Once again, iET was a consistent leader in terms of cost and price across all three use cases. The company estimates that an on-premise annual license would come in at around \$75K for a mid-tier enterprise based on the number of users. This would include five days of technical training, two days of user training, and ten days of consulting to install and configure the iET CMDB. The iET Process Analyzer is an additional option that costs \$19,500. The iET Inventory Center is priced per managed device—so can range significantly based on scale of deployment.

## **Architecture and Integration**

The iET CMDB has a solid discovery capability typically based on nightly scans that include SOA, custom applications and mobile devices; although Web, Web 2.0 and mainframe are not supported except through third-party integration. Application dependency mapping is done manually via the iET CMDB’s “Graphical CMDB,” which provides effective visibility and navigation for capturing services and their interdependencies. The iET CMDB Intelligence module helps to automate the process of reconciling third-party sources and also provides effective visualization support for implementing policies and assessing the results. The iET CMDB supports more than 25 third-party sources effectively leveraging XML, Excel/CSV, or ODBC, and its easy assimilation of, and into, existing management investments is consistently attested to by its customers.

## **Functionality**

iET Solutions’ strengths in asset management and software license management are manifested through its own portfolio, as well as third-party integrations. This is combined with strong support for change management analytics through its Variance Comparison between discovery-populated staging area and CMDB. iET Solutions complements all this with its OLAP analytics in the iET Process Analyzer. The iET Process Analyzer can, for instance, flag CIs needing maintenance attention, or other non-complaint issues. Through its own portfolio iET Solutions provides change and release automation, workflow, trouble ticketing and a natively integrated service catalog. It leverages Crystal Reports for most standard reporting requirements.



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## Vendor Strength

In September of 2011, Unicom Systems, Inc., a division of the Unicom Group, acquired iET Solutions—expanding its resources in research and development as well as potentially in sales and marketing—across the United States as well as globally. And although iET Solutions remains a relatively small company with fewer than 250 employees, it has shown maturity and established itself as a savvy partner in CMDB/CMS deployments in mid-tier and enterprise deployments with especially strong footprints in Europe and the U.S.

## Strengths and Limitations

### Strengths

- The iET CMDB offers a broad and well balanced portfolio across all use cases.
- It is well priced and highly deployable given its functionality.
- The company's capabilities for assimilating and reconciling third-party sources are well thought-out and effective.
- The ability of the iET CMDB to integrate into, or with existing management investments, is borne out by customer testimony – in other words, the iET CMDB can be a successful offering by itself.
- iET Solutions' strengths in Asset Management through its own portfolio and third-party integrations are outstanding.
- The ability of the iET CMDB to do Change Management and Change Impact Analysis is also compelling given its Variance Comparisons and its BI Process Analyzer analytics.
- The iET CMDB has solid automation capabilities in terms of workflow, change/release automation, and overall process orchestration.

### Limitations

- iET Solutions' CMDB is not yet optimized for real-time performance-driven visibility and updates.
- Also lacking in the iET CMDB is automated application discovery and dependency mapping.
- iET Solution's packaging and design point is more optimized for mid-tier than high-end enterprises, although it has sufficient scalability at core to handle just about any environment.

## Customer Quotes

- *"I think that the iET CMDB offers great functionality. It is also much easier to deploy than the platform CMDB we used in my prior location."*
- *"The big advantage for us was a total, black-box implementation with strong support for ITIL processes."*
- *"I think it is very flexible solution – we wanted to customize the processes and workflows to suit our own environment, and this was a reasonably easy piece of work."*

## About Enterprise Management Associates, Inc.

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help its clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals and IT vendors at [www.enterprisemanagement.com](http://www.enterprisemanagement.com) or [blogs.enterprisemanagement.com](http://blogs.enterprisemanagement.com). You can also follow EMA on [Twitter](#) or [Facebook](#).

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