uControl

USE CASE · DISCOVER

# Discovery Accelerator

Accelerate enterprise Discovery. Build trusted operational data faster.

### Every successful Discovery implementation starts before Discovery is installed.

Organisations invest heavily in enterprise Discovery platforms such as ServiceNow Discovery and BMC Helix Discovery to populate their CMDB, improve operational visibility and automate IT Operations. Yet many Discovery projects don't fail because of the technology — they stall because the environment isn't ready.

Unknown networks. Missing credentials. Incomplete IP ranges. Undocumented infrastructure. Firewall approvals. Access approvals. Environments owned by different teams. Before a single Configuration Item is created, implementation teams can spend weeks — or months — simply understanding what they're trying to discover.

> **uControl Discovery Accelerator changes that.**
>
> Rather than replacing enterprise Discovery platforms, it prepares your organisation for them. uControl **Insights** rapidly discovers your environment; uControl **Core** validates network readiness and identifies potential implementation challenges before enterprise Discovery begins — reducing project risk, accelerating deployment and helping you realise value from your Discovery investment sooner.

## Executive summary

Enterprise Discovery platforms are designed to build trusted Configuration Item data. They assume the environment is ready to be discovered. In reality, most environments are not.

Networks evolve over decades. Cloud services appear without central oversight. Acquisitions introduce unfamiliar infrastructure. Remote locations grow organically. Documentation becomes outdated. Different teams own different parts of the estate. Discovery implementations often become discovery projects in their own right.

uControl provides an independent, rapid discovery capability — uControl **Insights** — that maps your technology estate *before* enterprise Discovery is deployed, and uControl **Core** turns it into an accurate operational understanding by analysing readiness and gaps. Instead of beginning with assumptions, organisations begin with knowledge — delivering faster implementations, reduced professional-services effort, improved stakeholder confidence and a stronger foundation for long-term CMDB success.

## The business challenge

Most organisations underestimate the effort required before enterprise Discovery can begin delivering value. Discovery engines require more than software installation — they depend on an understanding of the environment they will operate within. Typical preparation activities include:

- Identifying IP address ranges
- Validating routing between network segments
- Understanding firewall restrictions
- Collecting privileged credentials
- Identifying unsupported operating systems
- Locating remote offices
- Understanding virtualisation platforms
- Identifying cloud subscriptions
- Documenting network topology
- Understanding security boundaries

Much of this information exists only in people's heads — or no longer exists at all. As environments become larger and more distributed, the preparation effort increases exponentially. The consequence is familiar to many IT leaders:

- Discovery projects slip
- CMDB population is delayed
- Stakeholder confidence declines
- Project costs increase
- Return on investment takes longer to realise

The challenge isn't that Discovery doesn't work — it's that organisations don't know enough about their own environment to let Discovery work efficiently.

## Why traditional approaches fall short

Many organisations approach Discovery preparation manually. Spreadsheets are circulated requesting IP ranges. Network diagrams are reviewed. Firewall teams identify permitted routes. Infrastructure, cloud, desktop and virtualisation teams each export their own inventories. Every team contributes a partial picture — and no team owns the whole picture.

Even when documentation exists, it is frequently outdated by the time implementation begins, and the infrastructure keeps changing underneath it: new virtual machines appear, cloud resources are provisioned automatically, applications move, networks expand. Discovery projects begin with documentation that is already obsolete, creating an expensive cycle of discover manually, correct assumptions, restart implementation, repeat.

Enterprise Discovery platforms were never designed to solve this preparation problem. Their role is to discover and maintain operational data — not to prepare organisations for Discovery itself.

## The uControl approach

uControl introduces a Discovery Readiness phase before enterprise Discovery implementation. Instead of beginning with assumptions, organisations first establish an independent operational baseline. uControl **Insights** runs lightweight network discovery; uControl **Core** analyses it — infrastructure analysis, topology intelligence and readiness assessment — to identify the technology landscape that Discovery will ultimately manage. Within hours, organisations gain visibility into:

- Active network ranges
- Unknown subnets
- Physical infrastructure
- Virtual infrastructure
- Cloud-connected assets
- Network topology
- Device classifications
- Operating systems
- Open discovery protocols
- Infrastructure gaps and areas requiring further investigation

Rather than asking every technology team to explain their environment, implementation teams begin with objective operational data — a Discovery implementation based on evidence rather than assumption.

## How it works

Discovery Accelerator combines several complementary capabilities into a complete readiness assessment.

### Intelligent network discovery Insights

uControl Insights rapidly identifies active infrastructure across the environment without requiring months of planning.

### Discovery readiness assessment Core

uControl Core analyses the discovered infrastructure to identify potential implementation blockers — inaccessible networks, credential gaps, unsupported operating systems and incomplete coverage.

### Infrastructure topology Insights

uControl Insights automatically visualises network relationships and communication paths, helping you test where Discovery collectors, MID Servers or Outposts may need to be deployed.

### Discovery confidence reporting Core

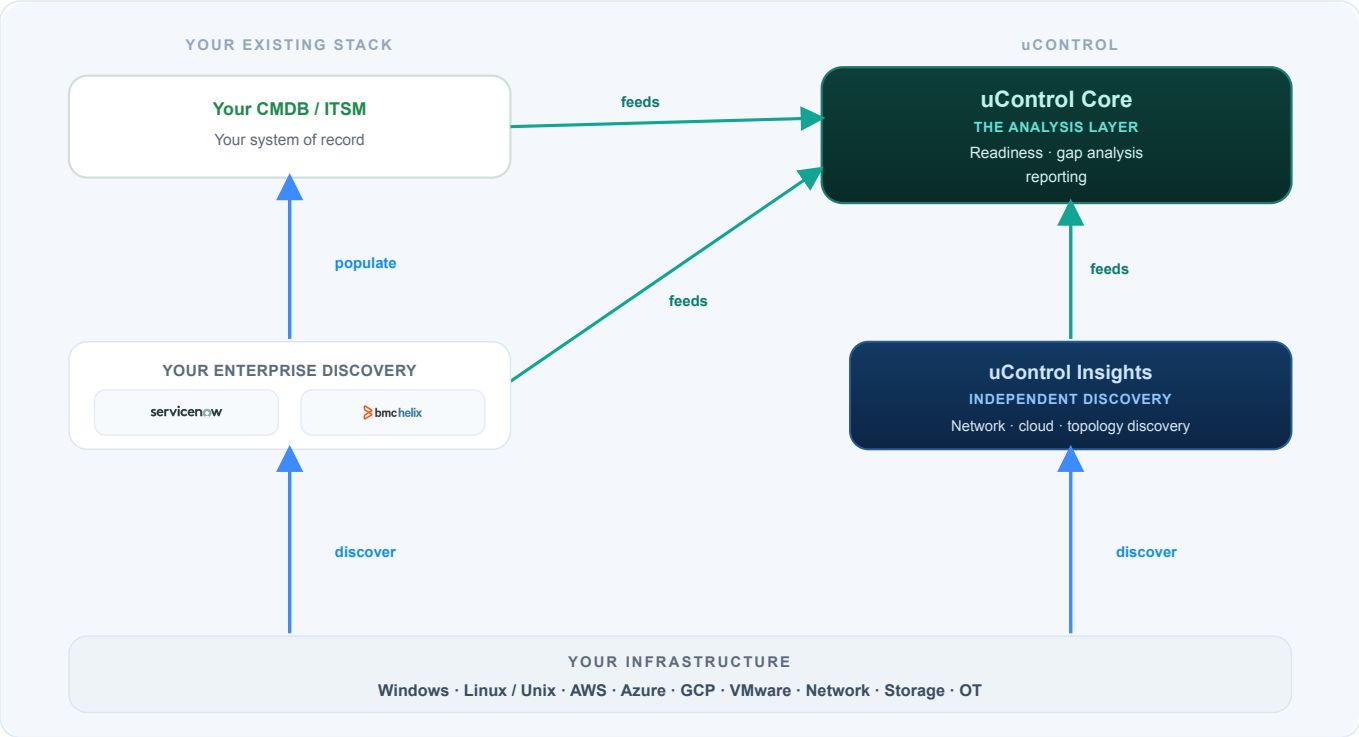
uControl Core produces executive reporting that identifies implementation risks before Discovery projects begin.

### Continuous discovery Insights

uControl Insights continues discovery throughout implementation, so new infrastructure introduced during the project is also captured.

## Reference architecture

Discovery Accelerator is designed to complement — not replace — enterprise Discovery platforms.




In this model, uControl Insights becomes the operational intelligence layer that continuously prepares and enriches enterprise Discovery rather than competing with it.

## Customer journey

1 **Assess**
Run uControl Insights across the environment to establish an initial operational baseline.

2 **Understand**
Review topology, identify active infrastructure and validate network visibility.

3 **Prepare**
Resolve credential requirements, firewall considerations and Discovery prerequisites.

4 **Deploy**
Implement ServiceNow Discovery or BMC Helix Discovery into an environment that is already understood.

5 **Validate**
Use Discovery Assurance to confirm enterprise Discovery is finding everything expected.

6 **Optimise**
Continue using uControl Insights to maintain trusted operational data and identify future improvements.

## Key capabilities

- ✓ **Rapid network discovery (Insights)**
- ✓ **Automated infrastructure inventory**
- ✓ **Discovery readiness assessment (Core)**
- ✓ **Network topology visualisation (Insights)**
- ✓ **Discovery prerequisite validation (Core)**
- ✓ **Unknown subnet identification**
- ✓ **Cloud visibility (Insights)**
- ✓ **Hybrid infrastructure awareness**
- ✓ **Continuous discovery (Insights)**
- ✓ **Discovery confidence reporting (Core)**
- ✓ **API-based inventory enrichment**
- ✓ **Executive readiness dashboards (Core)**

## Business benefits

Discovery Accelerator reduces implementation effort while improving long-term operational outcomes. Organisations can expect:

- ✓ **Faster enterprise Discovery deployments**
- ✓ **Reduced project risk**
- ✓ **Better utilisation of professional services**
- ✓ **Earlier CMDB population**
- ✓ **Increased stakeholder confidence**
- ✓ **Reduced implementation rework**
- ✓ **Improved Discovery coverage**
- ✓ **A stronger operational baseline for automation**

Rather than spending weeks discovering the environment manually, implementation teams begin with a trusted understanding of what exists and where potential issues lie.

## Expected business outcomes

Successful organisations don't measure Discovery by the number of Configuration Items created — they measure it by the speed at which trusted operational data begins delivering value. Discovery Accelerator helps organisations:

- Accelerate ITOM programmes

- Improve CMDB adoption
- Enable Service Mapping sooner
- Increase confidence in automation
- Reduce operational risk
- Build a stronger foundation for Asset, Change and Configuration Management

## Measuring return on investment

The value of Discovery Accelerator extends beyond the Discovery project itself. By reducing preparation effort, organisations can shorten implementation times, lower professional-services costs, reduce delays caused by environmental unknowns, improve first-time implementation success and accelerate downstream ITSM and ITOM initiatives — earlier business value from existing investments rather than additional technology spend.

## Illustrative scenario

> **Global manufacturing organisation — illustrative**
>
> An organisation planned to implement ServiceNow Discovery across more than 18,000 devices spanning corporate offices, production facilities and cloud environments. Initial planning assumed the environment was well documented; within weeks it became clear that network documentation was incomplete, several remote sites had never been included in the inventory, and firewall rules varied significantly between locations.
>
> Before deploying Discovery, the organisation used uControl Insights Discovery Accelerator to establish a trusted operational baseline. Within days, previously undocumented subnets, legacy systems and connectivity gaps were identified, enabling the team to redesign the rollout plan before deployment began — addressing the issues beforehand rather than during implementation, and letting ServiceNow Discovery populate the CMDB with greater confidence from day one.

## How it complements ServiceNow

ServiceNow Discovery is one of the market-leading enterprise Discovery platforms; its purpose is to discover infrastructure, populate the CMDB and maintain Configuration Item relationships. uControl complements this by ensuring the environment is understood before ServiceNow Discovery is deployed, and by continuing to validate discovery coverage afterwards. The two perform different roles in the same lifecycle: uControl prepares, validates and enriches — Insights discovers, Core analyses and reports; ServiceNow Discovery discovers, maps and maintains Configuration Items.

## How it complements BMC Helix Discovery

BMC Helix Discovery provides deep application dependency mapping and infrastructure discovery. uControl enhances this investment by accelerating deployment readiness, identifying environmental blind spots and

validating discovery completeness over time — uControl Insights discovers independently while uControl Core identifies blind spots and validates completeness, acting as the operational intelligence layer that increases confidence in the data BMC Helix Discovery produces rather than duplicating it.

## Frequently asked questions

**Does Discovery Accelerator replace ServiceNow Discovery or BMC Helix Discovery?**

No. It is designed to complement them by preparing the environment, identifying implementation risks and validating ongoing coverage.

**Can it be used before selecting a Discovery platform?**

Yes. Discovery Accelerator provides an independent understanding of your technology estate, regardless of the enterprise platform you ultimately choose.

**Can it discover cloud resources?**

Yes. Through native discovery and API integrations with platforms such as Microsoft Azure, AWS and VMware, it helps build a more complete view of hybrid infrastructure.

**Will it still provide value after implementation?**

Absolutely. The operational baseline established during implementation becomes the foundation for Discovery Assurance, data quality, topology intelligence and continuous operational improvement.