

THREE RECOMMENDATIONS FOR CMDB TRANSFORMATION AND HOW MUGATO SOLVES THEM

BASED ON GARTNER RESEARCH: "DRIVE CMDB TRANSFORMATION THROUGH CONTINUOUS DISCOVERY AND SERVICE MAPPING" (FEBRUARY 2025, G00819334)

Modern IT infrastructure changes faster than traditional CMDB practices were designed to handle. Gartner's research puts a number on the cost: enterprises that deploy real-time discovery and service dependency mapping will see 30% fewer service outages by 2028 compared to those still relying on manual or scheduled approaches.

Here's what Gartner identified, and how Mugato addresses each problem today.

Enterprises that deploy **real-time discovery and service dependency mapping** will see **30% fewer service outages** by 2028

RECOMMENDATION 1

From scheduled discovery to continuous visibility

Ephemeral assets, containerized workloads and dynamic cloud environments have rendered conventional, scheduled discovery inadequate. Assets appear and disappear faster than batch-based tools can track them, leaving CMDBs perpetually behind.

HOW MUGATO SOLVES IT

Mugato discovers every device, application, process and dependency across your infrastructure continuously, without installing a single agent on any endpoint. A single lightweight VM deployed inside your environment does the work. There are no scan windows, no credentials pushed to endpoints, and no disruption to production systems. Your CMDB reflects the current state of your infrastructure.

RECOMMENDATION 2

Map service dependencies, not just assets

There's a clear distinction between dependency mapping (Server A talks to Server B) and true service dependency mapping: grouping infrastructure components into application services, mapping inter-service dependencies and connecting them to business capabilities.

HOW MUGATO SOLVES IT

Mugato automatically identifies application service boundaries using behavioral analytics. We observe actual process-level communication patterns across your infrastructure to cluster servers into logical services at 97% confidence. No manual tagging or workshops. You get a continuously updated service dependency map that shows what you have, what depends on what and what breaks when something changes.

RECOMMENDATION 3

Treat data quality as a discipline, not a project

Rapid configuration changes degrade CMDB accuracy faster than manual processes can correct. Remediation projects produce a moment of accuracy, not a sustained state. What's needed is automated quality management that detects and corrects drift continuously.

HOW MUGATO SOLVES IT

Mugato maintains a full temporal record of your infrastructure with minute-level granularity. Every configuration change is captured with a before and after, so your CMDB doesn't just reflect today's state, it reflects how you got here. Native ServiceNow integration writes CSDM-compliant meta-information automatically, and anomaly detection flags both new and disappearing connections as they happen.



ONE PLATFORM. ONE SOURCE OF TRUTH. EVERY USE CASE.

The same continuously discovered data that keeps your CMDB current also defines your service boundaries and powers your data quality management. Mugato bridges IT operations, enterprise architecture and security from a single source. Whether your priority is cloud migration, change management, incident response or compliance, you're working from the same accurate, up-to-date picture of your infrastructure.