Complete, Accurate, and ViVID™
The Foundation for Operational Efficiency

Situation

In today's hybrid IT environments, complexity isn't the biggest problem—visibility is. Enterprises can't optimize what they can't see, and too often, traditional configuration management databases (CMDBs) fall short with fragmented data, stale inventories, and limited context. Virima flips this script. It automates discovery, enriches configuration data with human insights, and brings it to life through real-time, visual impact displays.

This gives IT teams a reliable source of truth and the confidence to act on it, making operational efficiency achievable, not aspirational. It supports success in a wide range of IT initiatives, including IT Service Management (ITSM), IT Asset Management (ITAM), IT Operations Management (ITOM), as well as key IT service operations (ServiceOps) and enterprise service management (ESM).

Discovery for ITSM Success

Virima is a SaaS and on-premises IT asset management (ITAM) and IT operations management (ITOM) platform that automates asset discovery and configuration management database (CMDB) maintenance. It provides accurate, actionable data to support compliance, reduce risk, optimize costs, plan resources, and enable effective disaster recovery.

With both agentless IP-based scanning and optional agents for Windows, macOS, and Linux, Virima ensures complete asset discovery across diverse environments.

Its secure, multi-tenant architecture includes role-based access control, and it encrypts credentials without ever transmitting them to the cloud.

Virima has a quick time to value, deployable in less than 60 days, and is well-suited for mid-sized enterprises or larger organizations, enhancing an existing ITSM setup with better asset visibility. It's not a rip-and-replace tool, either. It augments and integrates with ITSM and ITOM tools already in the IT environment.
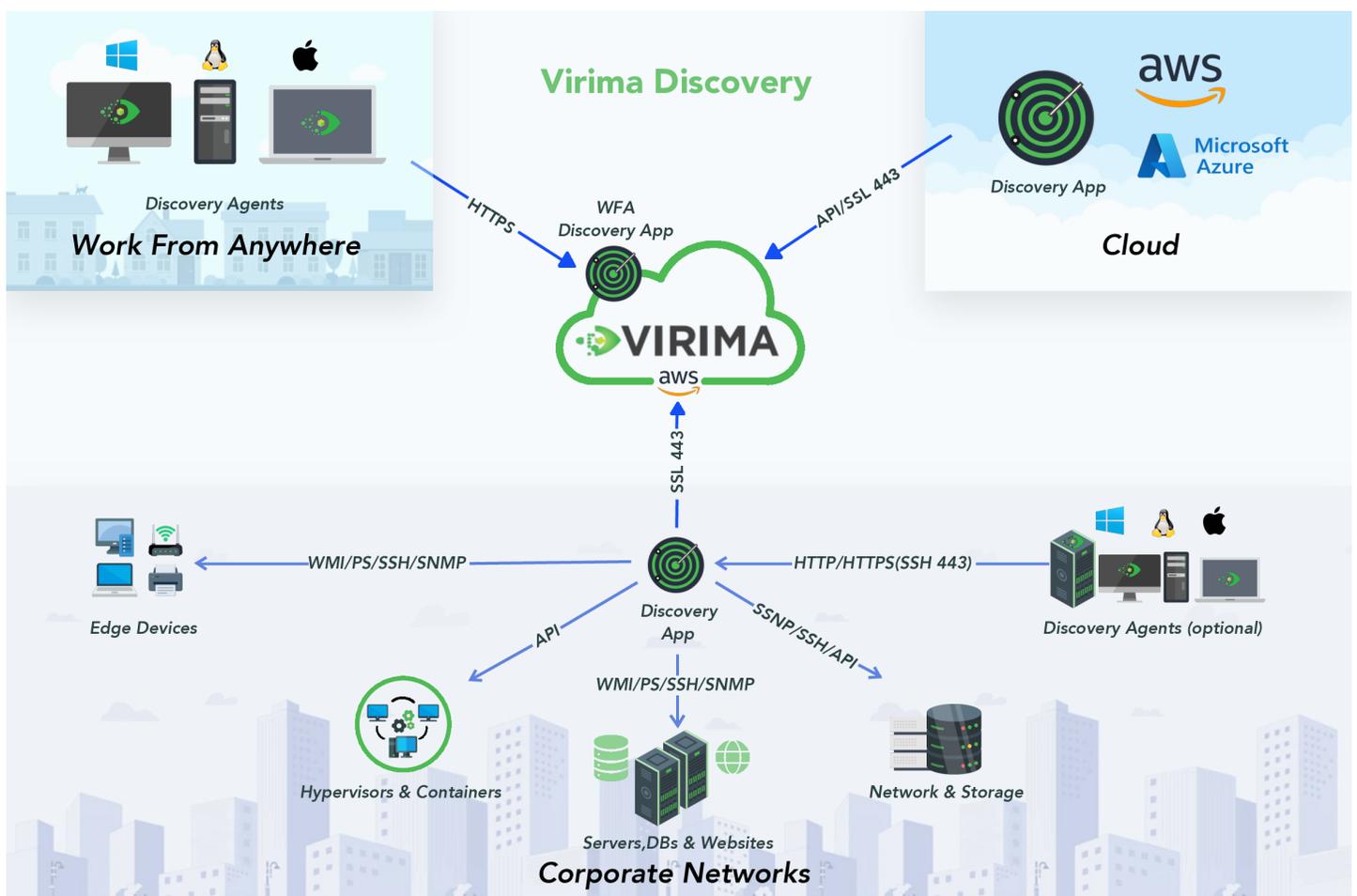
Discovery and CMDB Automation

Virima automatically discovers physical and virtual assets—including hardware, operating systems, and software—across on-premises, cloud, and edge environments. It operates as a standalone platform or integrates seamlessly with leading ITSM tools. Its core strengths lie in automating asset and dependency discovery, visualizing relationships in real time, and maintaining accurate configuration data. Full ITAM capabilities are available as an optional add-on.

Virima standardizes asset data and integrates with the National Vulnerability Database (NVD) to detect known vulnerabilities. It leverages over 100 specialized probes to scan hypervisors, operating systems, containers, applications, network devices, and services.

Its ITIL-aligned CMDB uses automation to maintain data integrity. It groups assets into likely services, consolidates relationships in a central repository, and includes hundreds of predefined CI class templates (blueprints) to ensure consistency. Users can modify these templates or create their own to meet specific needs.

# Dynamic Mapping and Visual Impact with ViVID™

Virima enhances visibility and collaboration with built-in service and dynamic application dependency maps powered by active machine learning. These maps reveal how IT components interact, enabling informed change impact assessments and migration planning.
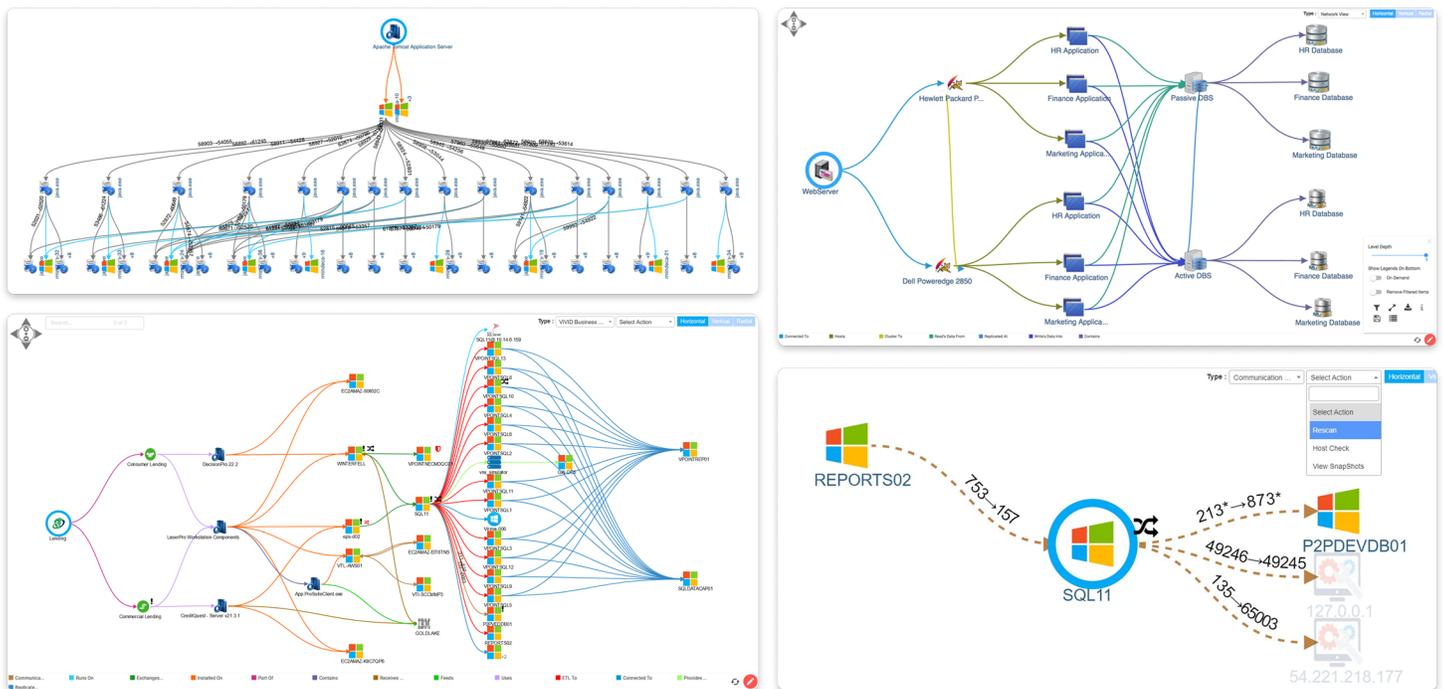
Virima's mapping views reveal business services, infrastructure relationships, application and website dependencies, communication flows, network topologies, and cloud and virtual architectures. Teams use these views to identify migration groups, assess change impacts, and understand service dependencies. They clearly show how IT components interact and how changes or incidents affect business operations.

The Virima Visual Impact Display (ViVID™) delivers an interactive, real-time view of service dependencies. It overlays incident, change, and vulnerability data onto dynamic maps, giving users a comprehensive view of system health. ViVID visualizes enterprise services and infrastructure, highlighting correlations between assets, alerts, incidents, and known vulnerabilities. Users can click any element for detailed configuration or relationship data. This intuitive interface accelerates troubleshooting and deepens operational insight.
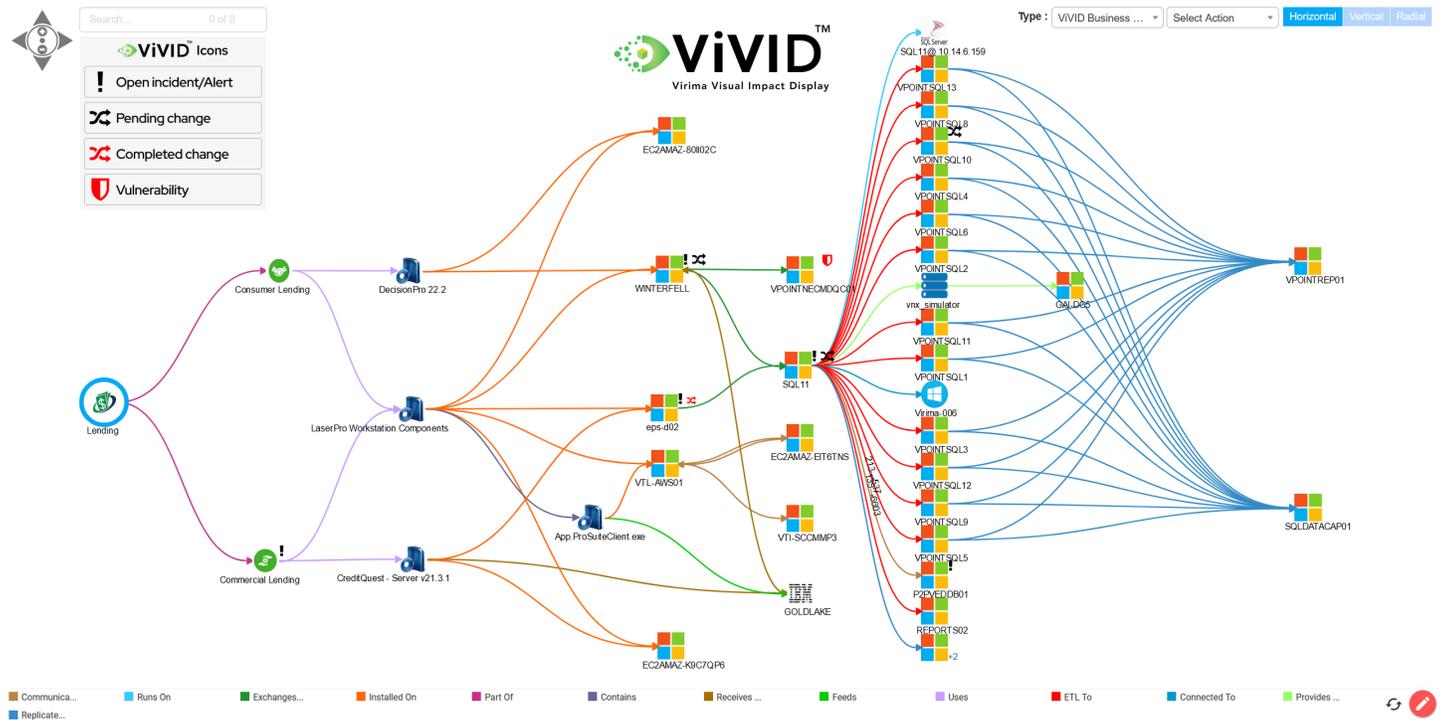
Autonomic Social Discovery (ASD)

Virima's Autonomic Social Discovery (ASD) enhances traditional discovery by automating human intelligence gathering within structured workflows. ASD sends targeted questions to stakeholders based on their documented responsibilities to fill gaps for things like

lifecycle status, ownership, and business criticality. It also enforces CI blueprint integrity by triggering notifications when required data is missing. Virima tracks and analyzes responses to identify the most reliable contributors for future input.

Integrations

Virima offers built-in integrations with a growing list of ITSM platforms that currently includes ServiceNow, HALO, Xurrent, Ivanti, Cherwell, and Jira Service Management. By offering a portable discovery and CMDB solution, Virima offers customers tremendous flexibility when it comes to avoiding ITSM vendor lock-in.

The platform also provides codeless, portable integration adapters and a robust REST API to connect with a wide range of third-party tools, supporting comprehensive IT operations and service management including:

- **Cloud Providers:**
  Microsoft Azure, Amazon Web Services (AWS)

- **Network and Endpoint Inventory:**
  Microsoft Intune, SCCM, Cisco, Meraki

- **Vulnerability Databases:** NIST NVD

- **IP Address and Privileged Access Management:**
  Infoblox, CyberArk

- **Hypervisors:** VMware, Microsoft Hyper-V

- **Warranty Information:** Lenovo, Dell, HP

- **Container and Orchestration Platforms:**
  Kubernetes, Docker

- **Cloud Storage Providers:**
  Dropbox, Google Drive, OneDrive

- **Network Scanning Tools:** Nmap

- **Identity and Access Management / SSO / SAML:**
  Okta, Ping Identity, OneLogin, LDAP,
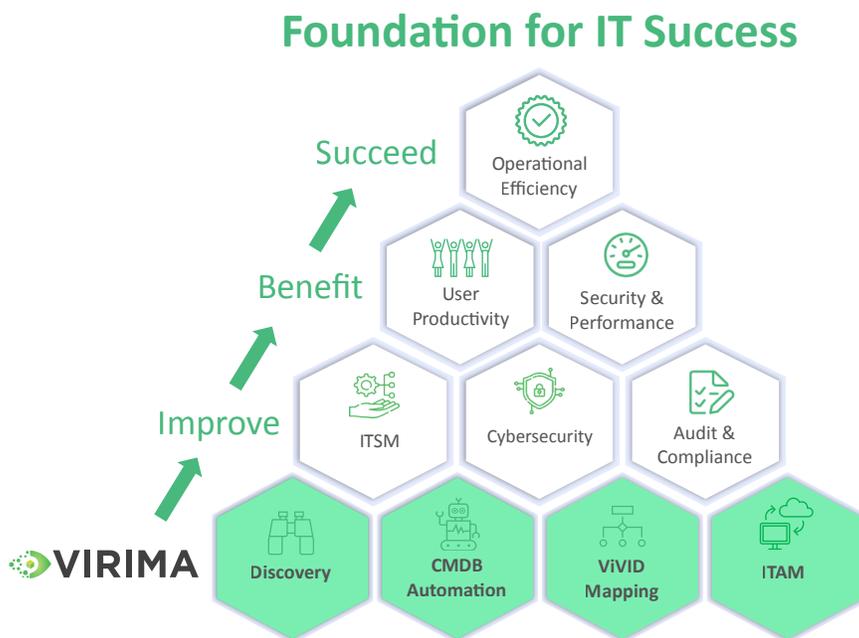 Microsoft Active Directory

EMA Perspective

Many organizations have invested heavily in ITSM platforms, but still struggle with incomplete, outdated, or siloed CMDB data—undermining the very workflows those platforms are meant to support. The result? Poor incident triage, fragile change processes, and reactive operations. EMA sees this repeatedly in our research: the problem isn't always the ITSM tool itself, it's the data behind it.

Virima offers a pragmatic and powerful solution. Rather than forcing a rip-and-replace, Virima augments existing ITSM investments by delivering automated discovery, dynamic service mapping, and real-time visualizations that make the CMDB—and ITSM workflows—truly actionable. With its ViVID™ interface and ASD, Virima uniquely combines machine-driven accuracy with human context, addressing critical visibility gaps no ITSM tool alone can solve.

For enterprises seeking to reduce risk, speed incident response, and improve service reliability, Virima is the connective tissue between IT infrastructure and the business outcomes ITSM is meant to drive. When a critical application goes down, ViVID instantly highlights the pending and recently closed changes and the affected components, cutting troubleshooting time dramatically. It turns an ordinary CMDB into a living, interactive map of the IT environment, vastly reducing the guesswork in outage resolution.

In a market full of heavyweight platforms, Virima's strength is clarity—delivering the truth about what's running, how it's connected, and what's at stake when things change.

Foundation for IT Success

Succeed → Operational Efficiency

Benefit → User Productivity, Security & Performance

Improve → ITSM, Cybersecurity, Audit & Compliance

VIRIMA → Discovery, CMDB Automation, ViVID Mapping, ITAM