

EMA Vendor to Watch: Virima Technologies, Inc.

Corporate Information

Headquarters: Atlanta, Georgia

Founded: 2006

Subsidiaries: Virima Consulting, Aruvio, EcosystemManager



VENDOR TO WATCH

Virima – September 2015

Virima's New EcosystemManager

While Virima Technologies is itself not a new company, its foray into integrated asset and IT service management (ITSM) is. New this year, EcosystemManager builds on extensive corporate consulting experience with IT advisory and data center transformation. Virima also has a software-as-a-service (SaaS) solution, Aruvio, directed at governance, risk, and compliance.

What's distinctive about EcosystemManager is its versatile, balanced, and well-integrated functionality, and its fast time to value—all of which are optimized for the mid-tier market. EcosystemManager is a SaaS offering hosted on Amazon Web Services (AWS) infrastructure with solid attention to security, reliability, and scalability requirements. Its capabilities include asset discovery with integrated support for asset and license management; configuration and change management; operational integrations in support of problem, risk, and knowledge management; service desk functionality for incident, request, and self-service; and IT governance including service-level management.

EcosystemManager's discovery is designed to support the broader IT infrastructure, including Linux, Windows Management Instrumentation (WMI), VMware, and network devices. EcosystemManager's IP-driven scans can either be scheduled or run on demand, and they can map out a broad range of relational definitions, such as "contains," "used by," "located in," "owns," and "attached to." These and other relational definitions can then be automatically updated in its configuration management database (CMDB), color-coded by relationship type, and manually adapted to support application-aware topological views. Leveraging both probes and clients for its scans, EcosystemManager can accommodate firewall and public cloud divides with a well-thought-out permissions management capability.

The following is a thumbnail look at EcosystemManager functionality:

- **Asset Discovery** – Asset Discovery creates a dynamically current picture of infrastructure hardware and software assets and their interdependencies, with support for application dependencies. Asset Discovery's lifecycle asset management capabilities are grounded in EcosystemManager's automated discovery and CMDB. Asset Discovery can integrate with third-party knowledge bases for enhanced software license and compliance management.
- **Infrastructure Management** – As Virima describes it, Infrastructure Management supports configuration, change, release, and project management and similarly leverages EcosystemManager's CMDB and workflow to enrich its change, project, and task management functionality.
- **Operations Management** – Directed at incident, problem, and knowledge management as well as what the vendor calls a "Risk Register," EcosystemManager's capabilities in this area are strengthened by API-based integrations with third-party monitoring and event management tools. EcosystemManager also provides out-of-the-box (and customizable) templates for incidents according to configuration item or service (e.g., email or server type).
- **User Management** – Addressing service requests, including self-service and service catalog, User Management also includes user surveys and status on incident management lifecycle and request management lifecycle histories.
- **Service Management** – Targeted at IT governance, including service-level key performance indicators (KPIs) and process standardization, Service Management also provides templates for reports on organizational efficiency, IT effectiveness, and business risk mitigation.

Finally, and tellingly, Virima draws on its consulting experience to complement its EcosystemManager SaaS offering with a well-thought-out suite of services, including training in ITSM processes, stakeholder interviews, support for modeling configuration items and their interdependencies, and executive communications.

EMA Perspective

ENTERPRISE MANAGEMENT ASSOCIATES® (EMA™) research underscores the criticality of taking a unified approach to asset management and ITSM.¹ Some of the benefits reported by survey participants include superior levels of data accuracy, improved efficiencies in software license utilization, more effective application of best practices, and superior overall capabilities for lifecycle asset management, including cost and usage optimization. One of the reasons for this is what might be termed “data sprawl.” Without a more integrated approach, both asset- and service management-related data can fragment into a wide variety of unreconciled (and often irreconcilable) tools.

While EcosystemManager is brand new, its look and feel suggest a surprising level of product maturity. Virima’s stated objective is to make the “whole greater than the sum of its parts.” This is well reflected in EcosystemManager’s compelling design, functionality, and careful attention to administrative requirements. Virima’s real-world experience in data center transformation consulting is yet another reason for putting EcosystemManager on the short list for meeting mid-tier ITSM and asset management needs. EMA looks forward to watching EcosystemManager continue to mature and bring value to what we anticipate to be a fast-growing, and well-rewarded, customer base.

¹ EMA, [“Next-Generation Asset Management and IT Financial Analytics: Optimizing IT Value in a World of Change.”](#) May 2014.

About Vendor to Watch: EMA Vendors to Watch are companies that deliver unique customer value by solving problems that had previously gone unaddressed or provide value in innovative ways. The designation rewards vendors that dare to go off the beaten path and have defined their own market niches.

About EMA: 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 EMA’s clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise IT professionals and IT vendors at www.enterprisemanagement.com or blogs.enterprisemanagement.com. You can also follow EMA on [Twitter](#), [Facebook](#) or [LinkedIn](#).

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