

IT under control. Quiet nights.

CentOps brings your CMDB, incidents, changes, monitoring and costs together on one dependency map.



Challenges we solve

A CMDB nobody trusts

Data goes stale, people keep their own spreadsheets and ask colleagues during incidents.

→ Versions and history for every change, data quality checks, discovery, import and sync with a primary CMDB.

Impact discovered after the outage

Whoever plans a change often does not know which services it will hit.

→ A layered dependency map, outage simulation and impact calculated before a change is submitted.

Approvals lost in email

Outages, requests and prices are approved in different channels and nobody knows what is pending where.

→ One approvals queue, one ownership rule, every rejection with a reason.

Patching as a monthly negotiation

Every window is negotiated again and critical vulnerabilities wait.

→ A patch agreement with the service owner, a pre-approved window, wave plans and an expedited mode.

Thousands of alerts, no situation

Monitoring reports symptoms, not causes. People stop reading.

→ Deduplication, suppression during changes and grouping into situations using CMDB topology.

Costs not linked to services

Cloud and data centre invoices cannot be attributed to services or customers.

→ FOCUS cost import, costs by service and customer, a price list with an owner.

How we solve it

Impact from one graph, redundancy included

Clusters, HADR, Data Guard, PowerHA, HyperSwap and paired SAN fabrics are taken into account when impact is calculated.

Accountability for regulated operations

An owner for every service, scoped roles, a RACI checked against permissions and an immutable five-year audit trail.

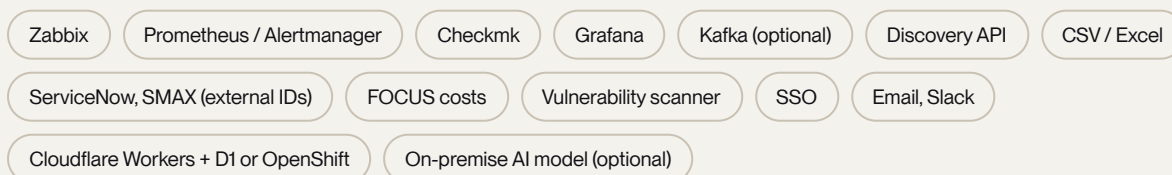
One application instead of several products

CMDB, ITSM, event management, patch management and FinOps share one set of data.

Fast rollout, local operation

SaaS or a container on your own OpenShift.

Integrations and deployment



Modules and features

Plan: strategy and planning

Architecture, costs, suppliers, service resilience and the rollout roadmap – decisions made before anything needs fixing.

Availability and resilience	STANDARD
Enterprise architecture	ENTERPRISE
Costs and billing	ENTERPRISE
Contracts and suppliers	BUSINESS
Rollout roadmap	STANDARD

Build: change and delivery

Every change with impact, window and approval, purchasing and assets from order to retirement – configuration changes only with a change.

IT assets and procurement	BUSINESS
Licences and spare parts	BUSINESS
Changes and maintenance windows	STANDARD
Approvals	STANDARD
Patching and vulnerabilities	BUSINESS

Run: operations and support

From the first alert to a restored service and from a request to its fulfilment, with as few people as needed.

Monitoring and events	BUSINESS
Incidents	STANDARD
War room	BUSINESS
Problems and known errors	STANDARD
SLAs and availability	STANDARD
Requests and service catalogue	STANDARD

Platform: the shared foundation

The configuration database, dependencies, access, audit and the AI assistant that Plan, Build and Run all rely on.

Configuration database	STANDARD
Dependency map and impact	STANDARD
Data centres and racks	BUSINESS
Roles, security and audit	STANDARD
Customer separation	ENTERPRISE
AI assistant	BUSINESS

Editions

Standard

€990 per month

For organisations that want a reliable CMDB and managed ITSM processes.

Business

€2,390 per month

For operations that want to connect monitoring, security and vendors.

Enterprise

from €5,900 per month

For shared-service providers and large organisations.

Indicative prices excluding VAT, per environment. We prepare an exact quote based on scope and deployment model.

Start with a pilot in one area.

Services datasheet: Implementation · Development · Operational support · Updates – centops.eywo.digital/en/services/

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