



Better Together: Powering Atlassian's Jira Service Management With Device42

Many customers who are using Jira Service Management (JSM) Enterprise and Premium editions need a more robust auto-discovery solution to address the complexity of their growing IT infrastructure and to populate their IT Service Management (ITSM) and Configuration Management Database (CMDB) with up to date and accurate information.

[Device42](#) integrated with Jira Service Management solves that challenge as they are Better Together.

Device42 is a complementary solution to Atlassian's JSM, and the integrated platforms work better together. Atlassian has been a partner of Device42 as well as a customer for many years.

BENEFITS OF BOTH WORLDS

An effective Service Management Strategy is only as good as the data that it relies on in the CMDB. Without continuous and accurate infrastructure asset information, an ITSM becomes prone to difficulties achieving the operational efficiencies it was designed to deliver.

Device42 complements JSM by integrating comprehensive, hybrid cloud, auto-discovery capabilities into JSM with the most complete and accurate data.

JSM has a native discovery solution that serves a slightly different function and use case, providing more focus on information for end-user devices and assets whereas Device42 provides the breadth and depth of IT infrastructure, cloud, data center, and storage data.

Device42's auto-discovery capabilities are the widest and deepest solution in the market, allowing customers to make sense of the growing and complex IT estate.

It's also important to note a number of other differences between JSM and Device42 Discovery.

Want to Learn More?

We highly recommend you take [Device42 Discovery](#) for a test drive or attend one of the free, [live demos](#).

BUILT FOR COMPLEX IT ORGANIZATIONS

Device42 provides the most comprehensive, agentless, auto-discovery solution that is perfect for organizations challenged with:

- Complex IT infrastructure that has a scalable architecture across multiple data centers
- Cloud workloads with federated IT controls
- Applications running on legacy mainframes and supercomputers, or customized applications that run on OS such as Sun Solaris, HP-UX, AS400, FreeBSD, and reliable and accurate collection of performance and configuration data from storage devices
- Estates with more than 1,000 devices

FAST, FLEXIBLE, AND EASY TO DEPLOY

Device42 is designed to deliver the fastest time to value. Within hours from deployment, full infrastructure visibility can be gained. With built-in insights and AI-enable normalization, Device42 delivers immediate value in the form of dependency and relational analytics.

Most customers find they are up and running with much of their infrastructure loaded in less than a day.

- Auto-discovery requires just filling in a few forms with parameters like IP ranges and authentication parameters
- Use the default schema provided by Device42 to get up and running quickly, or map Device42 data to your existing schema
- Spreadsheet-based imports are available for data that cannot be discovered
- RESTful APIs are available for customized data-loading and mapping
- Granular APIs with sample scripts are available for custom discovery

The result is a system that is always audit-ready.

ENTERPRISE DISCOVERY

Device42 gives you enterprise features to become more efficient in your day-to-day tasks and to solve problems faster and better.

- Is completely agentless (Optional agents are available for deployment flexibility).
- Uses hub and spoke discovery that scales easily.
- Allows you to modify jobs and see the progress.
- Provides an enterprise-level console for the discovery system.
- Has minimal impact on the infrastructure.
- Data can remain on premise, but can also be syndicated to other solutions.
- No call home or internet access required.

ACCESS TO IT DATA

Device42 leverages industry standard protocols and uses the principle of least privilege account in its agentless discovery.

AUTO-DISCOVERY AND UPDATING

The Device42 Discovery sync schedule is flexible and continuous and can discover up to 500,000 objects in three hours. Jobs can be configured to run on a customized schedule, which includes hourly, daily, weekly, and even monthly on select days and times. Discovery can be applied to IPs/hostnames, IP ranges and/or subnets providing additional flexibility when discovering an environment.

You also have the flexibility to add custom fields on both JSM and Device42 and map the custom fields between the systems.

By integrating the data that is automatically and securely discovered from Device42 with JSM, you have continuous infrastructure visibility and accurate data, which lowers your mean-time-to-resolution (MTTR) and improves the efficiency of change management efforts.

For more information on IT asset discovery techniques, read *The Technical Guide to CMDB Best Practices: The Top CMDB Discovery Techniques*.

[Read Our CMDB Guide](#)