ITSM

The Power of Actual Changes.

Evolven detects that all approved and unauthorized changes were actually implemented in your environment.

I know all unauthorized changes... do you?

...But What Actually Changed?

ITSM revolves around changes. Think about it! IT is focused on planning and executing changes, and on monitoring the health of the environment - essentially the impact of those changes. While it's well known that unauthorized or unknown changes are the true root cause of most stability issues, IT still struggles to know what actually changed.

Detect Unauthorized Changes.

Evolven validates that all approved changes were actually implemented, and detects unauthorized changes that do not correlate to any approved change request. Evolven assesses the consistency of environments and detects drifts from a "golden baseline" or reference environment.

How Evolven Helps

(1) **Know What Changed:** By knowing all actual changes from infrastructure to application, from configuration to workload at the most detailed level, Evolven validates that all approved changes were deployed consistently, as planned and tested.

(2) **Detect Unauthorized Changes:** By correlating actual changes with the data from service desk and deployment automation tools, Evolven automatically detects unauthorized changes that were executed outside of the planned change implementation timeframe or change deployment scope, mitigating the threat to environment stability and security.

(3) **Manage Consistency:** Evolven detects differences between and within environments by automatically identifying and reporting significant inconsistencies based on automatic risk analysis.

(4) **Audit Changes:** Evolven automatically maintains a complete and detailed audit trail of all actual changes that occurred in your environment, to provide you with accurate answers to the most challenging questions asked by auditors.

Customers using Evolven experienced:

90%
less unauthorized changes

45%
decrease in the number of failed changes

60%
increase in environment consistency