



# Accelerating CMDB Maturity for a Global Beverage Leader

A leading global beverage company faced challenges due to limited infrastructure visibility, lack of integration with authoritative data sources across five global zones, and poor CMDB health. ITC Infotech stepped in to resolve these issues by identifying and integrating relevant data sources, aligning the CMDB with CSDM foundations, enabling comprehensive cloud discovery, and defining CMDB health standards. These efforts resulted in improved visibility, optimized platform usage, and enhanced issue resolution capabilities.

## Improved data mapping

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### CLIENT

A Global Beverage company that operates worldwide with a broad portfolio of beer brands

### CHALLENGE

- Lack of full infra visibility - Lack of integration with an authoritative data source for 5 zones across the globe
- Best practice (CSDM) alignment missing - Leading to inefficient use of CMDB across platform capabilities
- Cloud discovery not configured - Lack of visibility into Google and AWS resources
- CMDB health is not up to industry standard, leading to ineffectual use of CMDB, such as during issue resolution

### SOLUTION PROVIDED

- Identified and integrated data sources for zones in scope
- Performed CSDM foundation alignment
- Enabled cloud discovery for Google and AWS
- Defined and configured industry standard CMDB health

### BENEFITS DELIVERED

- Improved visibility into infrastructure of 5 zones
- Improved CMDB completeness and correctness
- Improved data mapping and organization