



## IT Discovery Service

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Building Value from Raw Data

**Inferapp** | March 2015

[www.inferapp.com](http://www.inferapp.com)

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# Software Discovery Library as a Service

## Software Discovery Library as a Service

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We publish high-quality library updates with impressive speed every business day, so the updates truly reflect software installed in real time. Infrequent library updates mean certain software products may never show up at all, merely because they are patched or upgraded more frequently than the library itself. Daily library updates not only prevent this, but also create a natural environment in which software detection issues are resolved within one business day. ITAM users appreciate quick answers and resolution when they are facing an audit.

One million software signatures are of no use if they fail to detect the software products and versions end users actually have access to. As a young company, we do not have an accumulation of library entries for outdated legacy software no longer in use. What we excel in is accurate discovery of current products and versions, as well as ongoing daily response times once an initial processing run for a new environment has been completed. We believe quality, consistency and customer-driven focus are much more relevant to customer satisfaction than a large library of software signatures. With that said, our tools allow us to add thousands of quality signatures every week.

Software products are categorized by functionality so you can focus on your area of interest, whether it

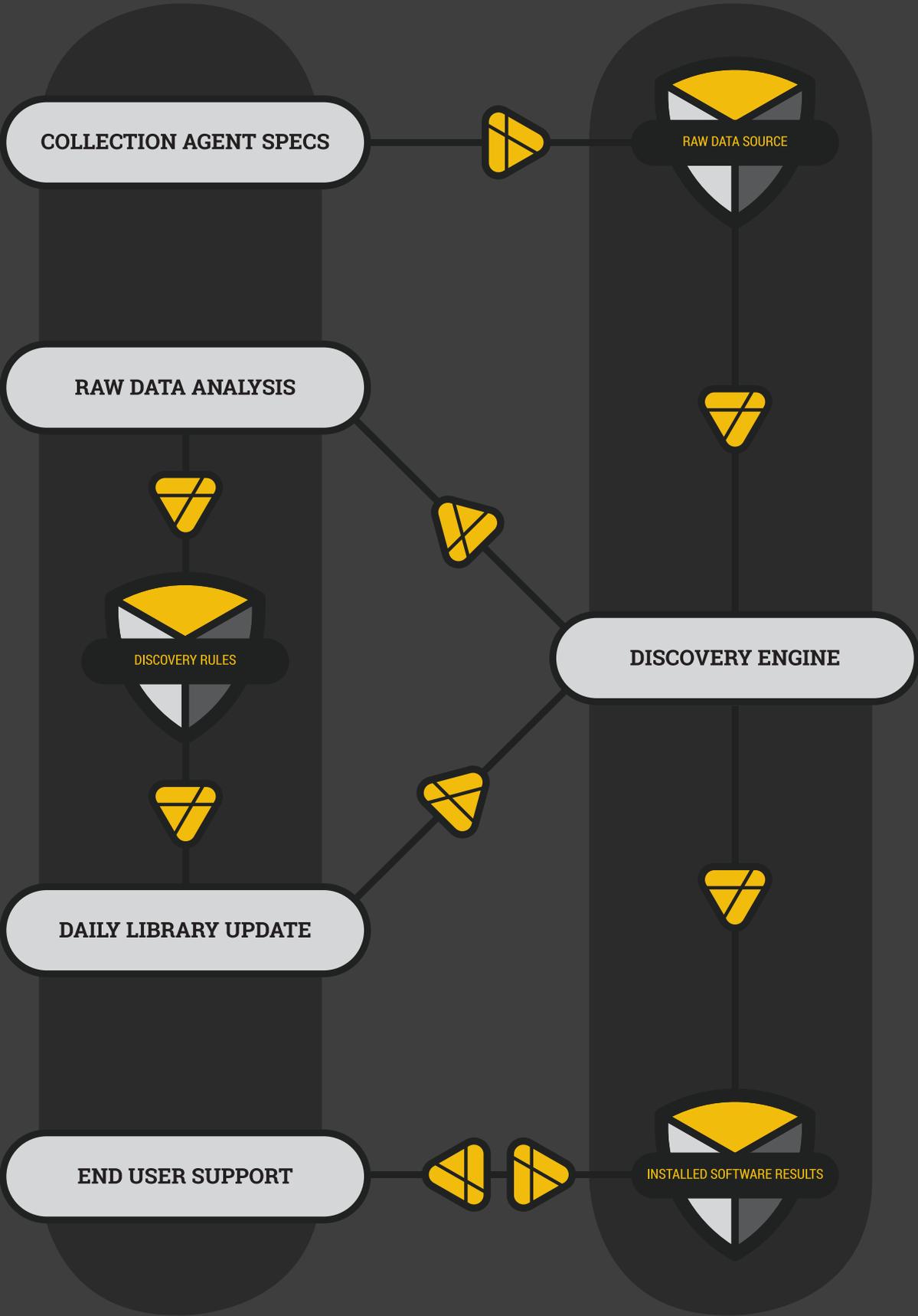
be virtualization, engineering or business analytics software. Results can be filtered by licensable software products only; a dedicated version field groups products by licensing resolution level (SKUs) so detection results are easily reconciled with licenses. Strict publisher, product and version naming conventions are maintained to avoid duplicates and ensure consistency in software detection results across versions in all product families. We also believe software discovery results should be transparent as to their underlying logic and always report the triggering elements for each application discovery.

Inferapp guarantees one point of contact for all software detection requests and a one business day turnaround, including requests from users of ITAM tools shipping our library. Thus, library updates are firmly entrenched in the service we provide and guarantee the peace of mind that your end users are well taken care of. Our library, tools and services, including end user support, may be licensed white label so that our expertise works to your brand's advantage. The diagrams below illustrate the basic model of what working with Inferapp would look like. Variations are always available according to our customers' profiles and needs. Our overriding goal is to help you and your brand succeed.

# Services for ITAM Tool Vendors

### Inferapp

### ITAM Tool Vendor



## Services for ITAM Tool Vendors

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Inferapp equips ITAM tool vendors with a fully integrated, automated and customized software discovery service that covers the whole range of needs for raw data analysis. Our library is in a transparent open format, we provide agent specifications and we have a powerful discovery engine.

We offer specifications of collection agents for retrieval of raw data elements useful for software discovery from a variety of sources, including software identification tags (ISO/IEC 19770-2), Windows/UNIX executables, Java/web application archives, pkginsts and addremoves. Inferapp is also knowledgeable in server side discovery logic for the middleware software vendors such as IBM and Symantec, which are not covered by the regular sources of raw data,

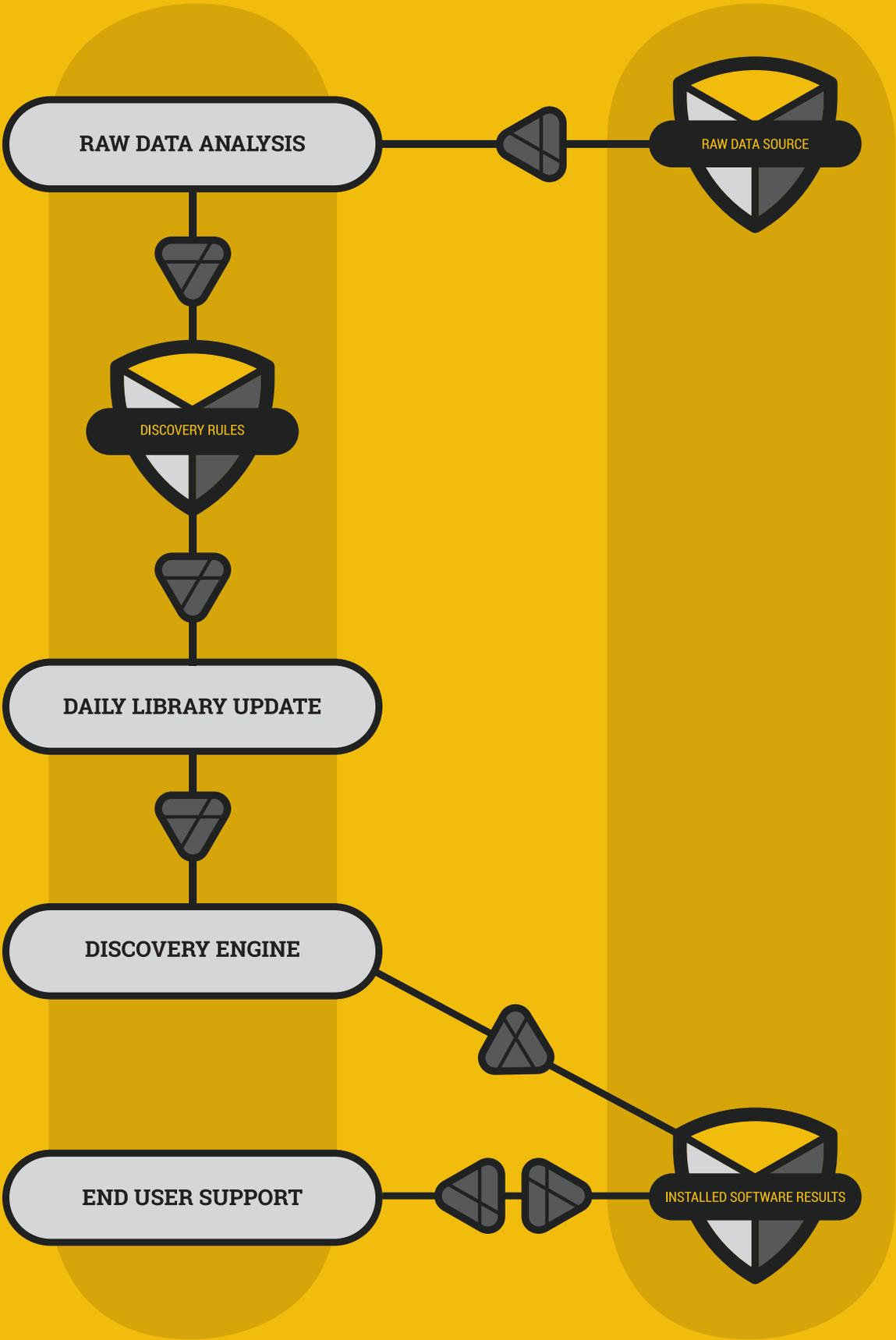
e.g., Oracle Database options or Microsoft Exchange editions.

Inferapp has developed a highly efficient discovery engine that generates software detection results based on raw data as well as maintains raw data aggregates whose deltas can be configured to be automatically sent to Inferapp for analysis. This markedly cuts down on the amount of data that needs to be exchanged. Inferapp's discovery engine processes multiple elements from all available sources to provide the most accurate results that can be inferred from the available raw data. The stand-alone discovery engine is currently available in C++ for top performance, but it can also be ported to any other technology should you choose to embed it in your product.

# Services for ITAM Consultancies

### Inferapp

### ITAM Consultancy



## Services for ITAM Consultancies

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Inferapp works with ITAM consultancies that rely on data sources such as Microsoft SCCM. We turn the data into quality software discovery results for clients of any size; the data exchange can be fully automated to update daily. We know what brings the most value to your relationships, and we allow you to focus on your customers instead of having a daily struggle with raw data. Inferapp fully understands how much it takes to keep customers happy in ITAM—it is not a job for the lighthearted. Our offering guarantees a rock solid foundation on which to build your satisfied customer base.

When your customers maintain repositories of installer packages such as MSIs or RPMs, they can be batch-scanned for data sufficient to create reliable Windows and UNIX software detection signatures. Inferapp also works with the output of Microsoft SCCM queries

with addremove, Windows file and UNIX pkginst data, provided SCCM agents have been deployed to UNIX machines. We will of course provide a dedicated connector for any other data source in your particular environment.

Inferapp can handle raw data from 100K+ machine customers; indeed, the bulk of our experience comes from working in heterogeneous environments of this scale, with Solaris, Red Hat or Mac OS X, as well as the usual suspects found on Windows desktops. Addremoves and pkginst entries are all analyzed by default, and executable-based signatures are created for each product when possible for cross referencing between the two data sources. Analyses of software identification tags and Java/web application archives are also performed by default, when present in inventory raw data.



We hope this paper has answered some of your initial questions regarding Inferapp's IT Discovery Services.

For more information,  
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