

IT under control. Quiet nights.

Stilla 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.

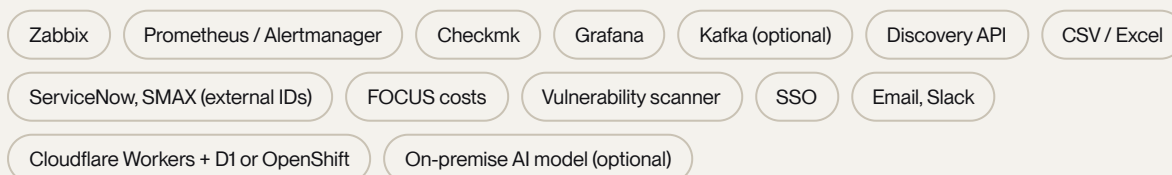
One application instead of several products

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

STANDARD CMDB and dependency map 36 classes - Discovery API with matching, full sync and retirement	STANDARD VMware virtual network and disks - Distributed and standard virtual switches, port groups and VLANs - Virtual machines and VMkernel adapters linked to port groups	STANDARD Incidents and requests - The affected service, impact and resolver team are suggested from the CMDB item - Priority from impact and urgency, major incidents with a review and corrective actions	STANDARD SLAs and business hours - Response and resolution SLAs in business hours with calendars and holidays - Pause, service, customer and default SLAs
STANDARD Problems and known errors - A problem from an incident, a major incident review or a post-change review - Problem suggestions from recurring incidents on the same item	STANDARD Changes and maintenance windows - Standard, normal and emergency change models with steps and lead time - Impact calculated before submission	BUSINESS Event management - Ingest from Zabbix, Prometheus/Alertmanager, Checkmk, Grafana and an API - Deduplication, flapping, filtering and suppression during changes	BUSINESS Patch and vulnerability management - Scanner findings import, vulnerabilities by server and service - Actively exploited vulnerabilities and deadlines by severity
BUSINESS Data centres and contracts - Site, data centre, room, aisle, rack and rack unit with visualisation - Service contracts, item coverage, expiry dates and vendor SLAs	BUSINESS AI assistant - Incident drafts from situations and similar incidents - Draft customer communication	BUSINESS Procurement and IT asset management - Asset cards linked to the CMDB, handover protocols and cost centres - Accounting and tax depreciation, disposal through a disposal committee	ENTERPRISE Costs, billing and price list - FOCUS cost import, currency conversion at the CNB rate - Costs by customer, project and business service
ENTERPRISE Customer separation - A customer's users see only their own data, including costs - Roles scoped to a customer, team or item	STANDARD Adoption roadmap and rollout governance - Discovery workshop wizard - Priorities by impact and effort, rollout waves respecting dependencies and capacity	STANDARD Governance, security and audit 14 scoped roles, a RACI matrix checked against permissions - SSO and API tokens for service accounts	

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.
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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 – stilla.eywo.digital/en/services/

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