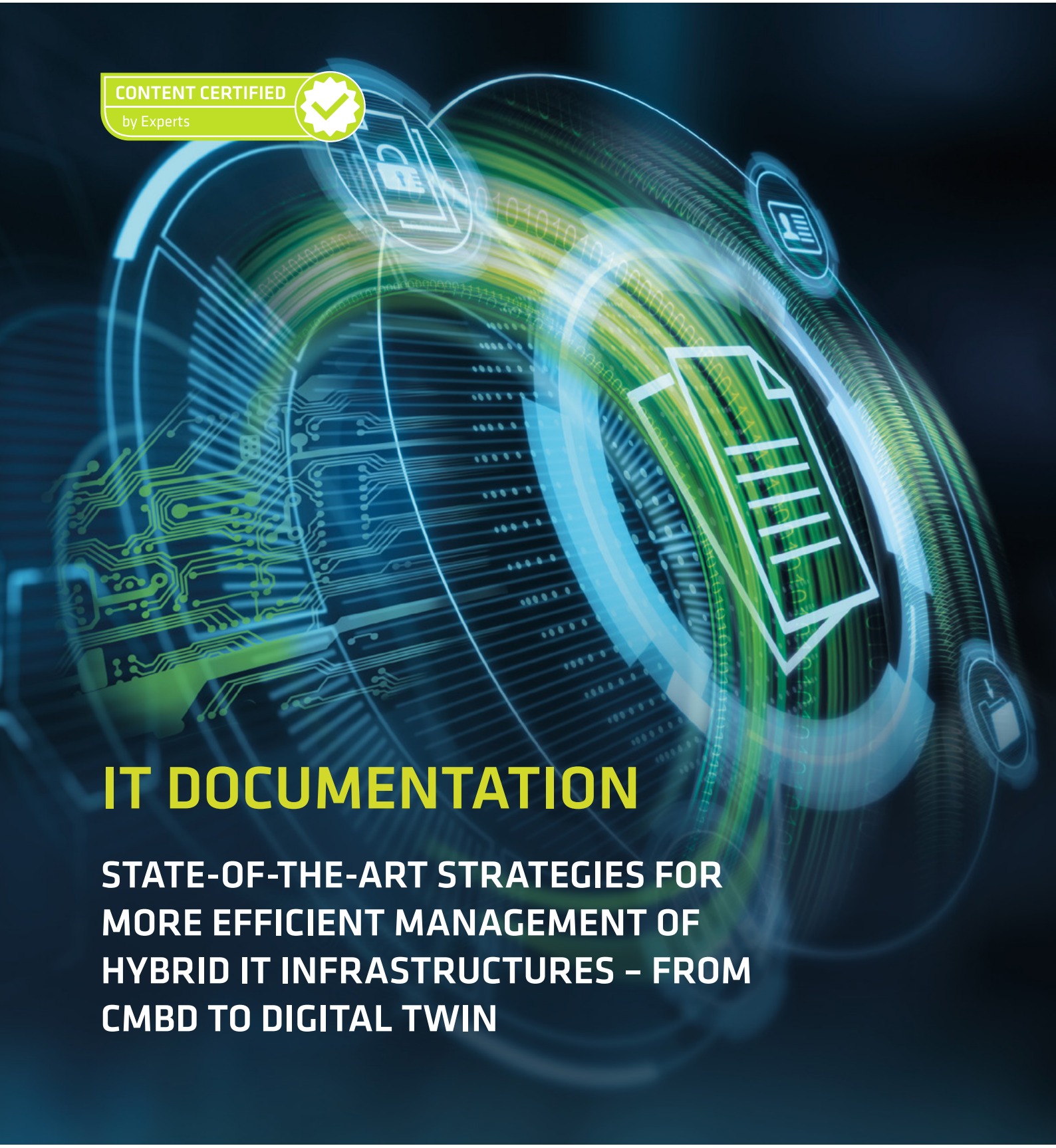
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IT DOCUMENTATION

STATE-OF-THE-ART STRATEGIES FOR MORE EFFICIENT MANAGEMENT OF HYBRID IT INFRASTRUCTURES – FROM CMBD TO DIGITAL TWIN



IN THIS WHITE PAPER:

Documenting the existing IT, telecommunications and data center infrastructures is often regarded as a necessary evil. Thankfully, modern tools offer numerous new possibilities for managing your infrastructures more efficiently - without excessive maintenance effort or worry about outdated information.

Through implementing intelligent automation and process integration you not only create the basis for better decisions and streamlined processes, but you also lay the foundation for further automation initiatives in IT. In this whitepaper we set the record straight about IT documentation, and show through real examples the possibilities and potential that can be achieved today.

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Introduction

Let's not kid ourselves: documenting your IT is about as much fun as doing the dishes or cleaning the house. Often regarded as a necessary evil, it's the kind of task we put off as long as possible. And when we finally bite the bullet, the aim is mostly to keep the effort to an absolute minimum. A regularly updated Excel sheet will be fine, right? So you keep doing just enough to get by, until a problem hits (or there's an external threat, like a virus that turns everything upside down overnight). How many VPN access points do we have? And what's the load on them? Do we have enough bandwidth for our connections? How much free capacity do we still have in the racks? What happens if we turn this server off? Do we still need all the connections on this switch? Yeah, let's just unplug this cable and see what happens!

Modern IT infrastructures, networks, and data centers are far too complex to just keep the details in your head. And even if someone does acquire at least part of the necessary information, one day they'll retire – taking that knowledge with them. Would you board a plane knowing that the maintenance crew and pilots had completed all the safety checks purely from memory? Surely not. And especially not if you knew that the documentation covering ground maintenance procedures on an Airbus A320 runs to around 400 pages. There has to be a reason for that...

But it's not just the complexity of IT that's increasing. It's never been more true that change is the only constant in the IT world. As digitization gains momentum, the future viability of many businesses depends on having a flexible, adaptable, powerful, and reliable IT infrastructure – that also includes applications, services, and the cloud.

As IT professionals, we need to take the time to properly document our infrastructure. The benefits are clear: we can work more professionally and keep things running smoothly. Fortunately, the available technology has made huge strides in recent years, evolving from more or less static databases into dynamic 2.0 management tools, which offer benefits that would have been unthinkable just a few years ago.

This white paper looks at the tool landscape, along with many other aspects of IT documentation. It provides IT administrators, service managers, technicians, and other practitioners with a theoretical foundation for successful IT documentation – as the basis for high-performance, effective IT operations across the organization. At the same time, we want to offer a practical guide to how a somewhat disagreeable task can create real added value for you, your IT team, and your organization.



IT Documentation Isn't Worth the Effort. Or Is It?

Documenting IT isn't exactly a dream job. Ever tried to attract a recent computer science graduate with a job description that includes that responsibility? The number of applications would be close to zero. The ad would likely attract only old-school professionals, who know the value of good documentation. The IT world is awash with reasons why documentation is a bad thing – at least at first glance. Here's a list of the top ten objections we've heard time and again in recent decades.

- #1: We **don't have time** for documentation.
- #2: We're so **short of resources** that we can't spare anyone for documentation.
- #3: Documentation happens automatically – that's what **auto-discovery** is for.
- #4: We have a **cloud-first strategy**. So why do we need documentation?
- #5: Documentation is **never up to date** anyway.
- #6: **Where** will all the (currently unavailable) **data** come from **and how** do we get it into the **documentation**?
- #7: We already **use** a **tool from vendor XYZ**, which covers some of the physical structures, we don't need more than that.
- #8: We don't have **enough expertise** to introduce it.
- #9: We'd love to get everything documented, but don't know where to start. We **don't have a methodology**.
- #10: **The cost** (in terms of time and money) and **benefit are disproportionate**.

Did you spot your own excuses in there somewhere? There's a grain of truth in all these statements, of course. The staffing situation in most IT departments is tight, which is definitely a genuine reason why IT documentation gets pushed to the back burner. But if a lack of resources leads to a shortage of time, it's like a lumberjack with a blunt axe. When asked why he's taking so long to fell a tree with a blunt axe and why he doesn't simply sharpen it, he replies, "No time." Alongside low staffing levels, budgets are typically limited and management gives priority to other issues. It's thus entirely logical that money is spent on "more important" projects first, rather than on documenting the existing IT setup.

There's also another reason. IT documentation is not something that can be done as a side hustle. Nor is it something that can be fully automated. To be honest, IT documentation isn't a sprint, it's a marathon that takes time and money. It's also not an end in itself. Simply having the documentation is nice, but that doesn't deliver any added value.

The real benefits are only realized when you start leveraging your IT documentation. For instance, by visualizing the data or using it to enrich processes and systems for greater effectiveness. Ticketing systems and fault rectification processes are good examples here. With the aid of well-documented infrastructure, you can achieve faster and higher resolution rates in the event of outages because it's possible to identify dependencies faster and establish which components and clients are affected.

Proper IT documentation also allows better planning of investment. In addition to having clear insight into existing capacity and its costs, you can take the lifecycle of the deployed hardware into account and avoid unnecessary redundancy. Instead of laying a new cable for every new connection, better use can be made of the existing network. Technical infrastructure planning is faster and easier, while managing your own teams and external providers is also much more efficient. There are further benefits around quality assurance, lower costs, and reduced risk.

Ultimately, IT documentation helps you do your job better and more efficiently – whether you're responsible for application management, security, storage, data center operations, workplace infrastructure, networks, or something else. So is IT documentation worth the effort? An emphatic 90 percent of the 750 companies that took part in a survey in 2021 thought so (Research in Action, on behalf of FNT Software). Opinions differ widely when it comes to achieving good IT documentation, though.



Documentation Is More than Just the Sum of Its Parts

Let's be clear: documentation is not about just capturing everything that's out there, "any old how." A table that neatly lists all the components in your infrastructure doesn't qualify as real IT documentation. Imagine an aircraft – it's not enough for pilots to be able to name all the buttons in the cockpit. They need to be aware of exactly what happens if they press one and what goes on in the background.

The same applies to your IT infrastructure; simply mapping the physical side is not enough. You need to understand the dependencies, too. If you don't have this "what-happens-if" knowledge, i.e., **relationship knowledge**, worst - case scenarios can quickly occur. Like "wrong cable patched, entire company crippled." Or "cable damaged during building works, construction project delayed by several weeks, critical processes interrupted, client lost." It's a pity the excavator driver wasn't told that one of the company's most important cable routes ran through the area he was working in. And a shame that after the damage occurred, nobody knew which clients and services were impacted. Conversely, time and money may be spent on maintaining resources that are barely used – which is less painful, but financially undesirable. A poor understanding of available capacity may also lead to new servers being purchased despite spare capacity elsewhere.

Real IT documentation is more than just the sum of all the components to be documented. It comprises a record of **all IT components** AND **all dependencies between the components**. If, for example, a software application is critical to a specific business process, then so are all the cables, servers, network nodes, and databases that the application uses. **Relationship knowledge is the core reason why you really need documentation.**

!



The Complexity Challenge

The days when business processes only ran in the company's own data centers and were made available via the organization's own network are long gone. The infrastructures in use today are complex hybrid and heterogeneous constructs, made up partly of on-premises environments, partly of private cloud systems, and partly of public cloud services. We'll lump them together here under the term "hybrid". Hybrid infrastructures mean EVEN MORE complexity.

Let's consider the infrastructure of a fictitious company. There are several data centers, multiple corporate locations, various IT rooms, racks, physical and virtual servers, network components, etc. Plus countless ports, storage capacity with high-performance network access, several hundred applications, etc. Many of the latter are business-critical, together with multiple databases. All these systems are linked via countless miles of cables and a mountain of connections.

Oh yes, and a few services are provided from the cloud, of course. When considered in totality, it's very complex! To capture and present the enormous number of different components and levels clearly, comprehensively, and with all their dependencies in a way that allows efficient use of the information is one of the greatest challenges in IT documentation.

The Change Challenge

Let's assume you've mastered the complexity and succeeded in fully documenting your IT systems, including all dependencies and relationships. Another challenge still looms. There are new plans and requirements coming down the road as the business seeks to leverage opportunities. New processes need to be set up and existing ones automated, possibly combined with location or organizational changes.

These changes also have an impact on IT, of course. So before you know it, your newly completed documentation is already outdated and no longer reflects reality. Alongside complexity, dynamic change is the biggest challenge you will face. Fortunately, there's a solution to this problem, too, but we'll come to that in a moment.

> Cloud considerations: Even if you have a cloud-first strategy, you generally still use many physical assets as well. And at the end of the day, your business-critical applications will typically be hosted in your own data centers – or partly in the cloud as a hybrid solution. Here again, you need to understand the dependencies and relationships.



The Million Dollar IT Question: Which Is the Right Tool?

That brings us to the question of tools. In all honesty, do you really believe you can capture your entire hybrid infrastructure in an Excel sheet or wiki and keep it manually updated? Would you even want to? Would it show you what happens if you unplug a particular cable? Which applications might fail as a result? Or which client will be calling the hotline because something has stopped working? The answer is a resounding "no".

Perhaps now you're thinking: "But we use the tool provided by our hardware vendor, XYZ, which is capable of mapping part of the physical structures. Isn't that enough?" Again, the answer is no! The simple fact is that for maximum added value from an operational viewpoint, you need to map all (or at least all the essential) components associated with a specific process or service, regardless of which (virtual) infrastructure or cloud they run on. A vendor-specific tool will only have a limited ability to do that.

However, what proprietary vendor-provided tools, other monitoring tools, and Excel, can only do in part, modern high-performance documentation tools can do in full. They are generally based on a state-of-the-art variant of the configuration management database (CMDB). Such a system allows centralized representation of all infrastructure components, their dependencies, and configurations via a graphical interface. The more predefined configuration items (CI) a tool provides out of the box, the faster and easier it will be to document complex and hybrid infrastructures. Furthermore, linking the CIs with asset management functionality enables proactive management throughout the entire lifecycle. FNT offers a component library comprising more than 70,000 CIs – from cables to switches, routers, servers, racks, storage and backup, security components, and applications to virtual, logical structures. In the near future, it will also be possible to map and seamlessly integrate cloud-based structures.

FROM STATIC DOCUMENTATION TO "LIVING DOCUMENTATION"

Now you may be thinking, "CMDB? But that's old school." It's true, CMDBs do have that reputation, but it's not justified. In the past, keeping a CMDB updated was hard work. It took a lot of manual effort to generate and maintain the documentation. It's a completely different story today. Advanced CMDBs now offer a wide range of functions, from planning to process-supported data management and automation, while featuring a modern look and feel with a user-friendly GUI (graphical user interface) and almost unlimited integration options in the solution's back end. They also offer another advantage: in the past, administrators needed to have quite a flair for abstraction in order to spot dependencies in CMDB tables. Today, infrastructures and dependencies can be viewed in a visually appealing way, including using geographical information systems (GIS) to show the exact location of cable networks on a map, diagrams that indicate server loads, and schematic or realistic 3D depictions of data centers or network infrastructures.

The term "CMDB" is thus something of a misnomer these days. The original systems were designed to store information on existing infrastructures in a central location but have evolved into multifunctional tools with a high degree of process and system integration that hugely simplify automated management of complex infrastructures. You could, of course, use just the CMDB, but that would be rather like taking the first drive in your new car in your head by reading the owner's manual.



But how does the data get into such a super tool? A simple Excel import is a frequent choice. This allows existing rudimentary tabular documentation to be brought together in standardized form and structured using a consistent data model. Another common option is to incorporate data from existing systems via an interface or to automatically capture active components using auto-discovery. This is especially helpful for recording ongoing changes and synchronizing information in both directions. This gradually creates a single point of truth – one tool that consolidates all views. It's a dream come true.

What about passive components, such as cables, rooms, locations, and offline devices? You will initially need to document these manually. There is no way to avoid it, unfortunately. We'll look at possible methods and provide tips on structuring this task later.

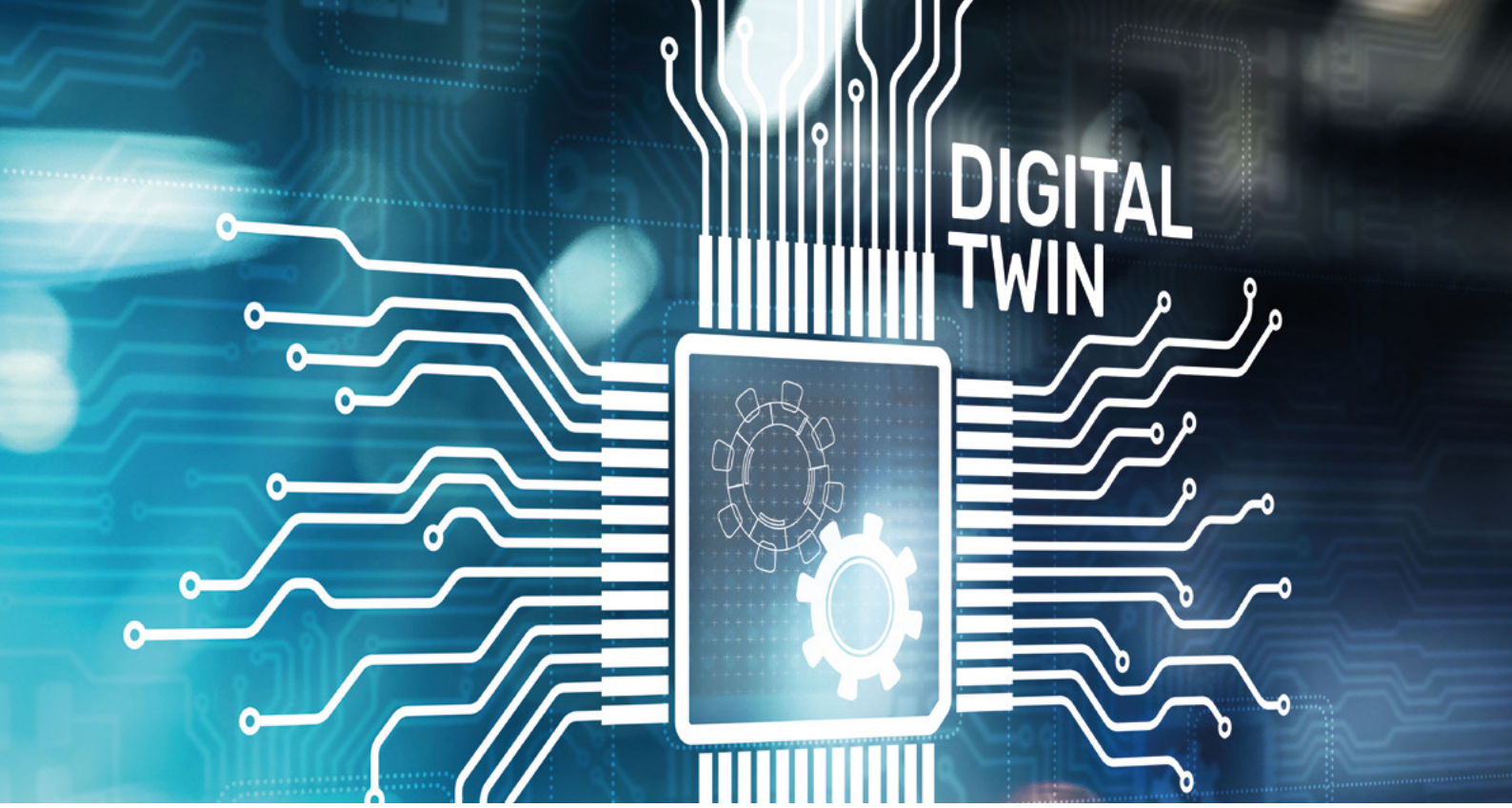
Once the information is in the system, you need to keep it updated. There are several options here. As previously explained, bidirectional interfaces to systems for infrastructure operation management and other existing systems help to import data into your documentation and return it after having been enriched. It's a win-win situation for both sides, although mostly for you, because updating is effortless. Integrated planning functions provide additional assistance. You can graphically plan changes in the documentation tool on the basis of current data and then forward the changes together with all the necessary information and work steps to the relevant internal team or an external service provider. They then confirm implementation of the changes in the system; the planned status becomes the actual status at the touch of a button. Ta-da! Your documentation is now always up to date. The underlying "closed loop principle" means that your documentation always reflects reality. Accordingly, technicians deployed on site won't experience any unpleasant surprises.

The bottom line is that having the right tool turns your documentation into a dynamic, living thing that remains constantly up to date with minimal effort.

Professional documentation requires an automatically updating next-generation CMDB/database for asset and configuration management of IT infrastructures (facilities, physical, logical, and virtual devices, networks and connections, applications, services), which consolidates the content of distributed/specialized databases, highlights cross-silo dependencies, and serves as a single point of truth.

PRACTICAL EXAMPLE

Klaus Schultz-Fademrecht, Vice President of IT Communication at Fraport (the operator of Frankfurt airport) and responsible for the airport's IT networks, explains that complex infrastructures generate huge amounts of information: "We've been working on our system for more than 20 years now, accumulating around ten million data points in the database. Every patch cable, the entire data centers, all the switches, and 160,000 data sockets, shafts, and routes, together with several hundred thousand kilometers of copper cores and fiber-optic cables are documented, including the services that run on them, such as telephony and VPN. All that effort only makes sense with a coherent system that uses the same nomenclature throughout and is fully integrated. It means that the assets making up the IT network can be determined almost at the touch of a button, with all IT assets being recorded together with their commercial information".



End-to-End View of Your Infrastructure as a Digital Twin

With comprehensive IT documentation that covers all levels, you have details in your tool of every component, every service, every location, etc. You can access this information visually/graphically for each individual level and each component to give you maximum insight. This provides an end-to-end view of your entire infrastructure, including all the dependencies. Compared to working with separate systems and silos, such as a CMDB, DCIM repositories, IT documentation, and network and cable documentation, you now have a tool that maps everything centrally and uniformly. Welcome to the digital twin of your IT infrastructure! The best thing is that you can work with this twin in exactly the same way as with the infrastructure itself.

This means that when planning and implementing changes, you can manage them directly from within the tool. After successful implementation, you simply need to change the status from "planned" to "actual," and that's it (the closed-loop principle, remember?). It couldn't be quicker or easier. Your service providers are sure to love it, too. Not only do they benefit from up-to-date, detailed information about the existing setup and work required, it's also much easier to plan different jobs that need doing at the same site. So one trip and it's all done. And instead of having to painstakingly document all their work, they just confirm the changes have been made. Invoicing and receipt of payment are then almost automatic.

The beauty of it is that you don't have to give anyone else the data about your infrastructure, you always retain control over it. That is understandably important to many organizations for compliance reasons or to avoid becoming dependent. Outsourcing can have many advantages, but you want to be in charge and above all have the option of changing service providers, rather than being locked in to one. For decentralized working with both internal and external teams, cloud-based documentation tools score especially highly. They provide everyone involved in the process with easy access via a browser, enabling them to download information and document changes themselves.

Of course, there are unplanned changes as well as planned ones. Here, Murphy's Law often applies: when there's a problem, the only person who knows their way around that system will be on vacation. Chaos quickly breaks out and it takes (far) too long to rectify the fault. With proper IT documentation, that can never happen to you. It enables every IT professional to locate any defective component or fault and take immediate steps to rectify the situation, while also taking additional action, such as informing customers.

The digital twin in telecommunications

When it comes to **digital twins in the telecommunications sector**, we have an exciting video and a detailed white paper available to download.

Show Video

Download Whitepaper



What's the Best Approach?

There's no single ideal route to perfect IT documentation. The choice of which area of your infrastructure you start with depends on your specific pain points. Here are a few basic tips:

1. Establish exactly which assets and parts of the infrastructure have already been documented and which are most important. Existing data may need to be cleaned up or enriched.
2. Identify priorities, which will usually be determined by the criticality of infrastructures or services for the company. Business-critical systems obviously need to function reliably.
3. A roadmap can be created by classifying each location according to size. Depending on size, you can then specify the level of detail to be captured and documented and which locations to start with. It's worth investing time in well-considered project management here.
4. Nobody can document everything at once – and you don't necessarily need to include your entire IT environment. A modular out-of-the-box solution is a good choice, enabling the process to be carried out step by step and geared to concrete use cases. The more key areas, such as cable management, data center management, connectivity management, etc., you cover, the closer you get to the goal of holistic IT documentation.
5. Software-as-a-Service solutions from the cloud are ideally suited for making an immediate start on your documentation project. There's nothing to install and you can access your documentation from anywhere in the world. That's one of the reasons why many companies choose FNT.

Who's Supposed to Do All That?

If you don't have the in-house manpower or expertise, look for a professional provider who can provide assistance through consulting, solution design, project support, training, and managed services. Experienced documentation professionals can usually quickly identify the changes needed to deliver real success.



Summary

IT documentation is not a niche topic with little practical relevance. Once you have it, it often pays for itself within the first year. In-depth ROI analysis by external experts specializing in efficiency assessments make this abundantly clear. Everyday IT tasks become easier, faster, less risky, and more efficient. Good IT documentation allows you to achieve significantly greater transparency because dependencies are immediately apparent. Structural bottlenecks and risk points are easier to identify and eliminate.

Documentation helps you to achieve key goals more quickly, like rectifying faults faster or working more efficiently with finite resources. Overall, you can ensure that your IT department performs well and runs smoothly and that critical business processes are properly supported – even in times of constant change.

And wherever changes tend to follow the same pattern, it's worth thinking about taking the next step: automation. Your documentation provides the necessary foundation. Having a uniform data set allows you to standardize and automate processes. Did you know that although automation of IT service processes is a key objective for many companies, 19 percent haven't gotten started yet, according to a 2020 survey by Research in Action?

We'll finish up with a few more practical examples of how companies have benefited from using modern IT documentation:

SAVING THOUSANDS OF EUROS AT THE TOUCH OF A BUTTON

One of FNT's industrial clients needed an inventory of the infrastructure in their existing facility when planning a new build. A third-party provider quoted a price of several tens of thousands of euros for the work. In fact, it took the client just a few clicks to print out the inventory, including all the necessary components. The client had already documented the site in question, fortunately.

INVENTORY FOR NEW DIGITAL PASSENGER SERVICES

Another client, a public transportation provider, needed an overview of the technical equipment in its stations in order to provide digital passenger information services. Due to a lack of comprehensive documentation, the existing IT infrastructure had to be electronically captured through on-site inspections. The significant cost of this exercise was outweighed by the added value gained, however. With the right data readily available, the client was able to identify exactly where the network components, cables, access points, etc. required for seamless passenger service provision were missing. Proper capacity planning, simulation, and investment planning would have been impossible without IT documentation.



OUTWITTING WANNACRY

This ransomware attack crippled computers worldwide some years ago and inflicted huge costs on the affected companies. One of FNT's clients spent a weekend using their documentation to proactively identify all at-risk devices and remove them from the network, thereby protecting them from harm. Knowing not only what to do, but which devices were relevant, was crucial.

SERVICE MANAGEMENT: SAVING 150 HOURS A MONTH

An automotive group fields an average of 600 service request from its customers every month. By consolidating numerous silo databases and applications into a service management database and having an automatically generated and updated service catalog, the business was able to save around 15 minutes per service request. That equals a savings of 150 hours a month, 1,800 hours or 75 days a year, 750 days in 10 years, or a good two years...

This is not an exhaustive list of examples, but it illustrates the variety of use cases and the added value provided by comprehensive IT documentation.

REAL-WORLD EXAMPLE:

A global technology company uses FNT Command to create end-to-end visibility across its IT infrastructure at multiple locations. Detailed insight into physical IT components allows the organization to pinpoint incidents and outages and take effective action before they lead to more serious disruption.

Comprehensive infrastructure documentation also proved valuable when operational requirements changed at short notice. When a large share of the workforce had to transition to remote work within a very short period, the company was able to establish the necessary remote connections and deploy collaboration tools across the organization. Reliable infrastructure data helped the IT team complete the transition within just a few days and without major issues.

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FNT – Simplify complexity

IT and telecommunications infrastructures are the lifelines of every business and the foundation of the digital economy. In order to optimally use and expand them, companies and public authorities should have a detailed knowledge of their infrastructures with all their physical assets (cables, switches, servers, PCs, mobile devices, etc.), virtual components, applications and business services, as well as logical dependencies. Today, all digital business processes and offers, such as Smart Cities, Industry 4.0 and the digital passenger, are based on these infrastructures.

FNT Software provides this transparency. The FNT Command Platform captures highly complex and heterogeneous IT and telecommunications infrastructures and data centers in a uniform data model. It maps this information in a digital twin. It handles all data, manufacturer independent, from the physical to the business service levels. Based on this digitalized infrastructure, companies can plan and manage their IT, data center and telecommunications landscape more easily, eliminate faults faster, and manage transformations and changes more efficiently. Using a standardized modular system of various FNT tools and methods, information from other systems can be easily integrated, analytical evaluations can be performed easily, IT processes and workflows can be optimized, and new digital services can be provided efficiently and automatically. The software is cloud ready and preconfigured for specific application scenarios, so it can be used as an out-of-the-box system in no time at all. It can also be provided in a SaaS model.

FNT Command Platform

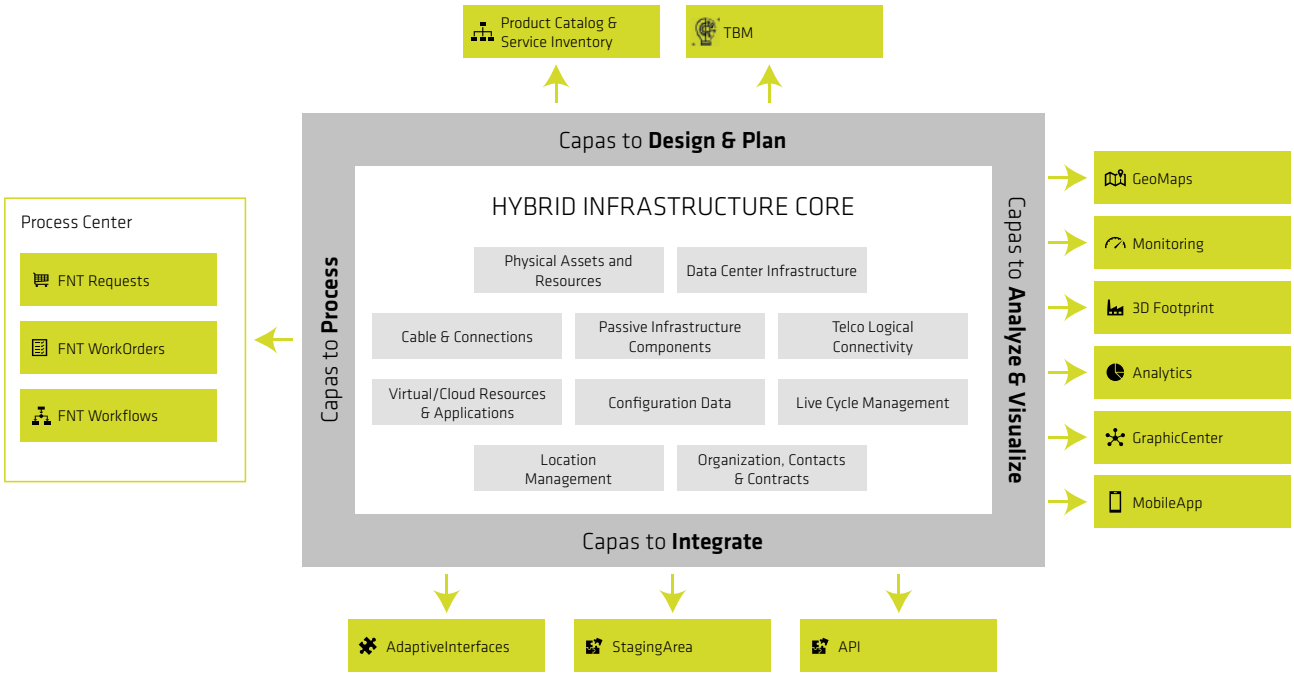


Figure 1: FNT Command Platform overview

The FNT Command Platform offers an extensive portfolio of functionality around hybrid infrastructure management (HIM). The platform provides infrastructure management and documentation across sectors (enterprise IT, data centers, and telecommunications). While the hybrid infrastructure core shown is designed primarily for infrastructure management and documentation, the associated domains offer additional functionality:

- **Design & Plan** – allows full modeling and structuring of IT products according to the bE_Methode in individual portfolios and product catalogs, together with documentation of all services consumed, right down to individual configuration items (CIs). The platform also includes a comprehensive and integrated planning function.

- **Process** – offers comprehensive opportunities to implement business processes (e.g. setup, relocation, dismantling) with a tool-based approach and out-of-the-box functionalities.

- **Integrate** – enables the FNT Command Platform to be integrated into a company's application environment, for example, through API access (SOAP, REST), comprehensive ETL transformation processes using StagingArea or predefined interfaces as part of the Adaptive Interface packages.

- **Analyze & Visualize** – offers a range of options for analyzing and visualizing the information documented in the platform (e.g., via dashboards/dashlets in Analytics or a geo-referenced illustration using GeoMaps).

The FNT Command Platform is based on a comprehensive, integrated data model (see figure 2). The advantage is that all the relevant information about IT, telecommunications, and data center infrastructures can be comprehensively documented, with logical dependencies clearly shown, straight out of the box. The seven predefined levels help to map everything from business services through to the actual physical elements. At the same time, the data model offers the necessary flexibility to enable it to be adapted to individual requirements.

The FNT Command Platform not only maps the entire IT infrastructure, including networks, applications, hardware, and services, it also shows the interrelationships and dependencies. This facilitates IT service process automation, IT infrastructure planning, and IT infrastructure management, while also reducing the effort involved in operation and administration of your IT infrastructure.

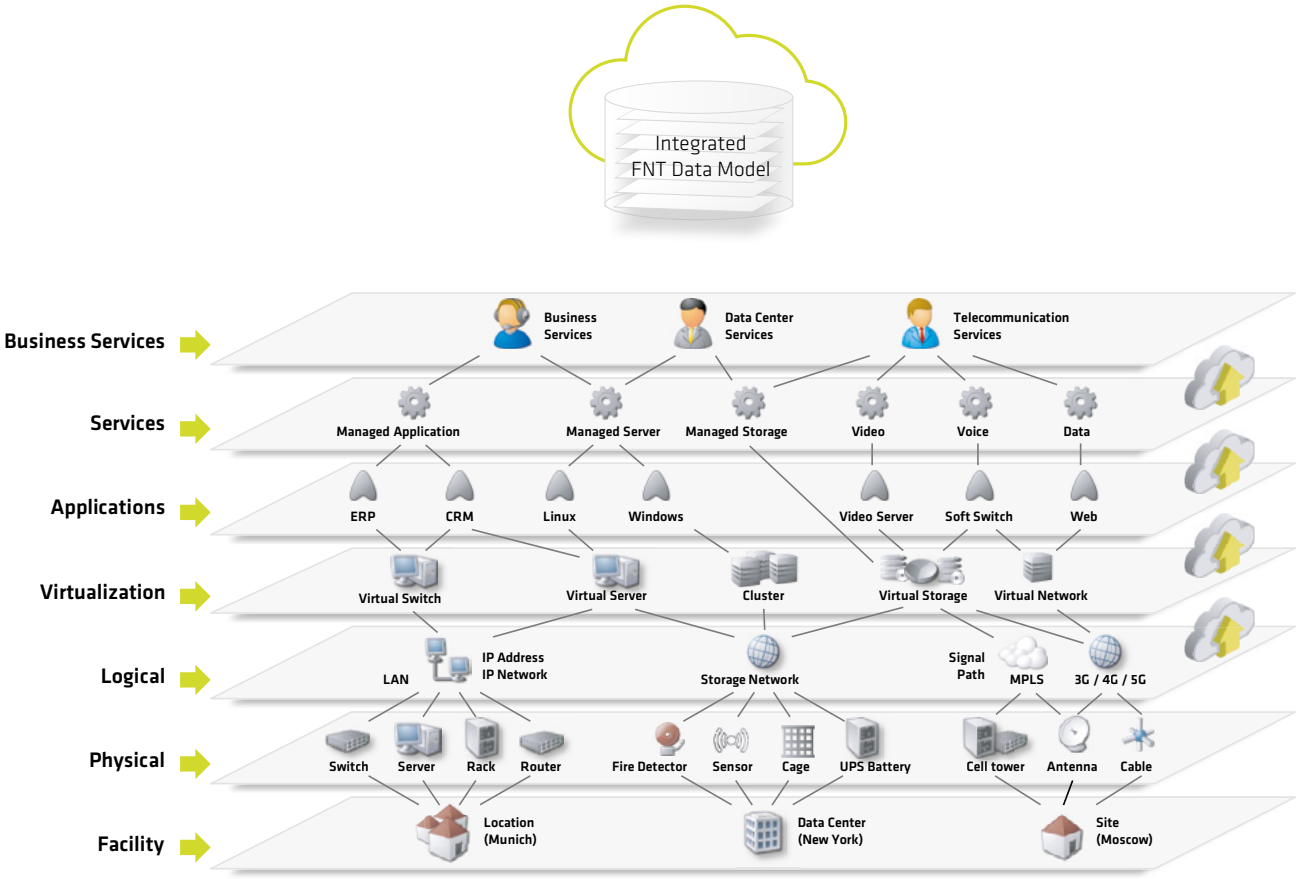


Figure 2: Transparency at all levels: the FNT data model

Instead of storing data in several different databases, the FNT Command Platform makes it possible to consolidate data in a central data model, using bidirectional interfaces to import information from a wide range of systems. This approach also delivers significantly higher data quality.

In summary, the FNT Command Platform offers corporate IT managers the following advantages:

- **Comprehensive overview:** : FNT Command provides a comprehensive overview of all areas of IT infrastructure. Intelligent reporting allows early identification of key trends and critical changes and helps decision-makers to reach better knowledge-based, strategic decisions at all times.

- **Better service:** : The quality of IT and business services is only ever as good as the infrastructure on which they run. FNT Command boosts user and customer satisfaction due to better IT infrastructure performance, faster provisioning, reliable and rapid implementation of service-related changes, and shorter downtimes thanks to accelerated maintenance processes.

- **Effective transparency:** Allows a transparent view into the entire IT infrastructure by documenting all IT components in a central data model. Detailed insight into the different layers of the infrastructure reveals links between elements and cause-effect relationships. This enables faster and more reliable fault rectification.

- **Efficient and optimized management:** End-to-end management improves the efficiency of IT processes. Benefit from templates, process and work order management, an extensive component library, and powerful planning functions for cabling, networks, storage, and servers. Integrated capacity and license management ensures better utilization of existing resources.

- **Cost and time savings:** Partial solutions, which are often poorly integrated, are rendered superfluous. This avoids the need for time-intensive and error-prone data synchronization. Benefit from better documentation quality, process optimization, and a stronger foundation for faster IT automation with lower overall operating costs and fewer staff.

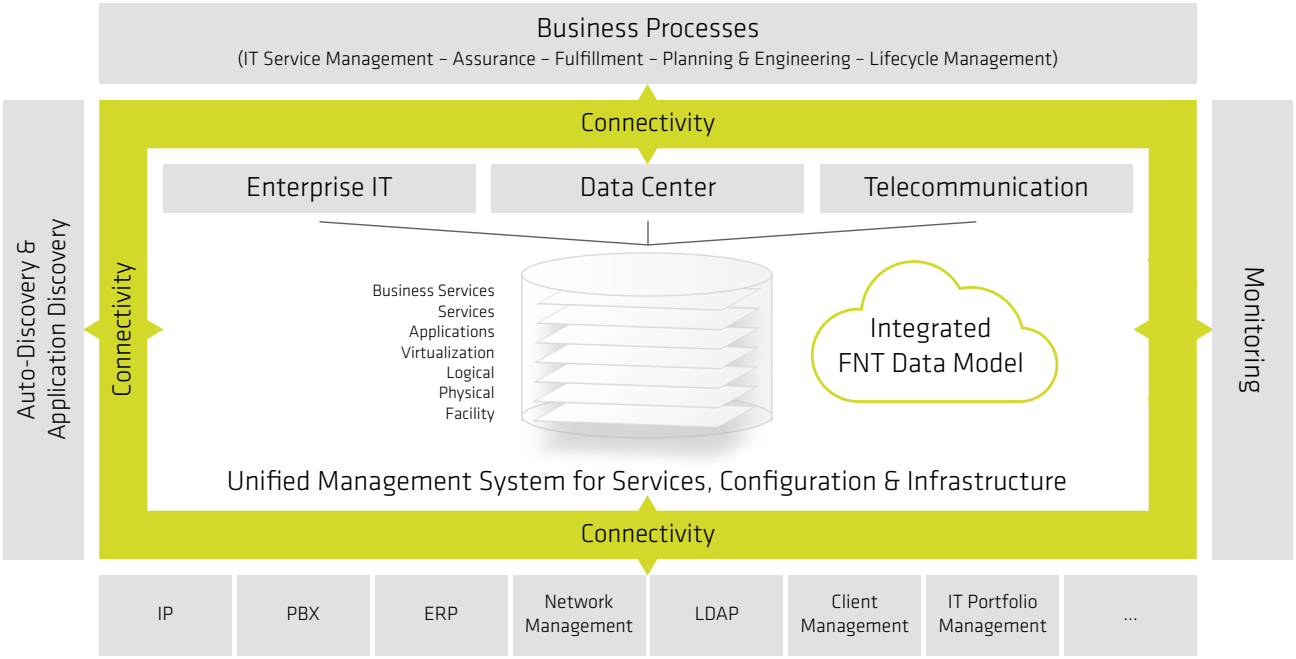


Figure 3: FNT's integrated management approach



About FNT Software

FNT Software, headquartered in Ellwangen (Jagst), Germany, simplifies the management of highly complex digital infrastructures in companies and public authorities with its FNT Command Platform. With the cloud-enabled "Software made in Germany", IT, telecommunications and data center infrastructures can be efficiently recorded as digital twins and documented across all levels from buildings to digital services. The software also offers open interfaces and numerous functions for planning, implementing and automating transformations and changes in an integrated manner. FNT's customers include more than 500 companies and government agencies worldwide, including more than half of the DAX-40 listed corporations. FNT* operates offices in several locations in Germany as well as in New York, Singapore and Timisoara and has an international partner system with market-leading IT service providers and system integrators.

*Refers to FNT Software GmbH, including its subsidiaries, and FNT Services GmbH.

Transparency note:
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