

Every layer of your IT, in one operations platform.

Eywo Stratum brings the CMDB, incidents, requests, changes, monitoring, patching and costs into one platform, on top of one dependency map. Every operational decision starts from the same data.



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

One truth about your infrastructure

A CMDB with 34 classes, from business services to OT devices. Every change has a version, an author and a source.

Impact before the outage

Before every change you know which services will be down. During an incident you know who is affected.

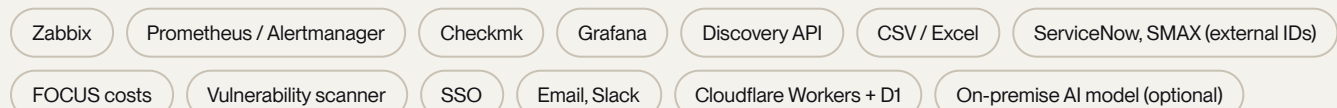
Accountability you can trace

Service owners, scoped roles, a RACI checked against permissions and a five-year audit trail.

Rollout step by step

A deployment profile, Excel import and a readiness check. You switch modules on when you need them.

Integrations and deployment



Modules and features

STANDARD CMDB and dependency map — 34 classes — Discovery API, CSV and Excel import, manual creation	STANDARD Incidents and requests — The affected service, impact and resolver team are suggested from the CMDB item — Priority from impact and urgency, major incidents	STANDARD SLAs and business hours — Response and resolution SLAs in business hours with calendars and holidays — Pause, service, customer and default SLAs	STANDARD Changes and maintenance windows — Standard, normal and emergency change models with steps and lead time — Impact calculated before submission
STANDARD One approvals queue — Outages, requests, price proposals and patch agreements in one place — One ownership rule, fallback approver	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	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 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.

Rollout

01 Profile and access Deployment profile, SSO, roles and teams. We switch off modules you do not need.	02 CMDB data Excel import or discovery, or sync with a primary CMDB.	03 Services and owners An owner, SLA and maintenance window for every service.	04 Pilot One area live, a review and a decision on expansion.
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Start with a pilot in one area.

After each step the readiness check shows what is still missing.

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