

G-Cloud Lot 2b – Cloud Software as a Service

Service Definition – Tekwurx uControl

Introduction

Tekwurx is a leader in IT Asset, Service, and Operations Management solutions, dedicated to empowering IT leaders with cutting-edge tools and expertise. Specialising in IT Asset Management (ITAM), IT Service Management (ITSM), and Operations Management, we help organisations maximise their return on investment (ROI) and ensure compliance with industry standards.

With a proven track record, Tekwurx delivers innovative solutions such as:

- **Complex migrations**, such as transitions from ServiceNow ITSM to EasyVista Service Manager and BMC to ServiceNow Discovery.
- **Critical integrations**, like bridging BMC Discovery with ServiceNow CMDB for seamless data flow.
- **Automated application modelling**, enabling rapid and efficient management of large-scale IT environments—such as modelling 633 micro-service applications in just five days using Tekwurx uControl automation.
- **Market-leading solutions** from EasyVista, BMC Helix and Lansweeper to a wide range of public and private organisations.

Tekwurx offers security-cleared (SC) resources, combined with industry-best practices from all major segments, including financial services, telecommunications, and retail.

Service Overview – Tekwurx uControl

Service description

Tekwurx uControl is an IT asset intelligence platform that consolidates data from CMDBs, discovery tools, and other sources to build and manage application and service models. It provides custom dashboards in Report Studio (Yellowfin BI) to identify data gaps and blind spots, and to improve visibility and control.

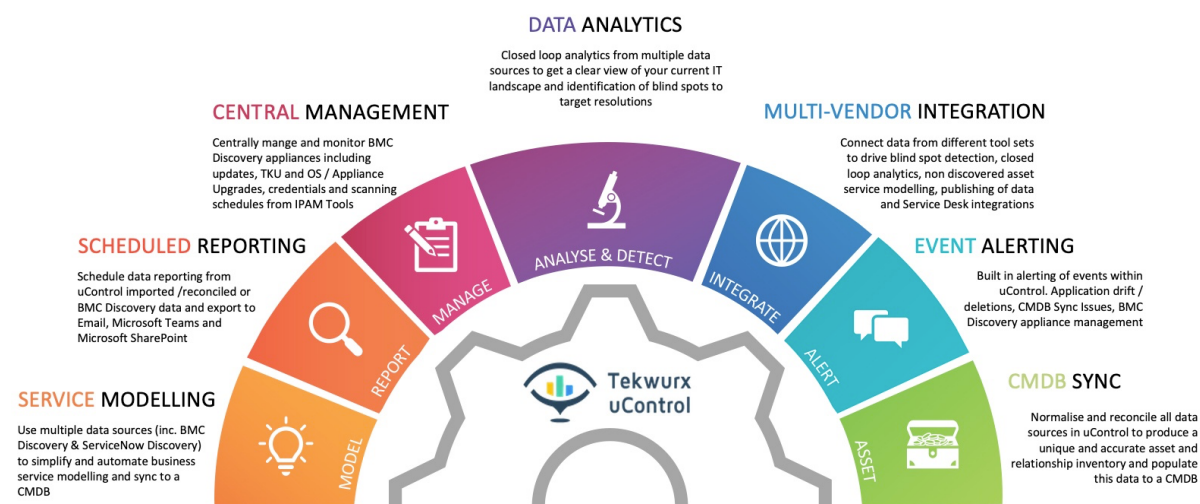


Figure 1 - Tekwurx uControl Modules

Service Features

1. Centralised IT asset visibility across multiple data sources
2. Application and service modelling for complex IT environments
3. Secure ingestion from CMDB, discovery, and external systems
4. Customisable dashboards using embedded business intelligence
5. Automated identification of asset data gaps and inconsistencies
6. Detection of discovery and CMDB blind spots
7. Flexible integration via CSV, JDBC, and REST APIs
8. Clear visualisation of asset relationships and dependencies
9. Normalised, enriched asset data for accurate reporting
10. Configurable reports supporting governance and assurance

Service benefits

1. Improved visibility of IT assets and services
2. Better understanding of application and service dependencies
3. Increased confidence in CMDB and discovery data accuracy
4. Faster identification of data gaps and blind spots
5. Reduced operational and service delivery risk
6. Improved decision-making through reliable asset intelligence
7. Simplified reporting for governance and assurance needs
8. Reduced manual effort in maintaining asset information
9. Enhanced support for change and impact analysis
10. Greater control over complex IT environments

Pricing

Please refer to the Tekwurx uControl pricing document.

About Tekwurx

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Tekwurx covers all major vertical markets, including public sector, banking and financial services, telecommunications, retail, and business services.

Our Services

Tekwurx offers the following services to our customers:

- Implementation, architecture design, upgrade, and technical services for all partner cloud/SaaS products.
- Project Management using PRINCE 2 certified resources.
- Managed cloud-based IT Service Management service.
- Cloud migration readiness service
- Cloud BAU support service

Our Partners

EasyVista (www.easyvista.com) helps organisations harness the power of AI and data to transform IT into a strategic advantage. Their unified ITSM platform integrates service management, monitoring, automation, and remote support, empowering IT teams to simplify complexity, enhance security, and drive innovation.

BMC Helix (www.helixops.ai) boasts decades of leadership in IT service and operations management. Through relentless R&D, organic growth, and strategic acquisitions, we deliver forward-looking solutions that maximise IT.

Tekwurx specialise in:

- BMC Helix Discovery
- BMC Atrium CMDB
- BMC Discovery Synchronisation for ServiceNow CMDB

Lansweeper (Lansweeper.com) is an IT Asset Management platform that helps businesses better understand, manage, and protect their IT devices and networks. Lansweeper helps customers minimise risks and optimise their IT assets by providing actionable insights into their technology, offering trustworthy, valuable, and accurate information on the state of users, devices, and software.

Tekwurx is a **ServiceNow** (servicenow.com) development partner, specialising in:

- ServiceNow Discovery
- Asset management
- CMDB integration

Contact

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