



CASE STUDY



LIVE IN HOURS, NOT MONTHS

How a global manufacturer achieved real-time OT, SaaS, and cloud asset visibility with WanAware Asset Inventory Management (AIM)

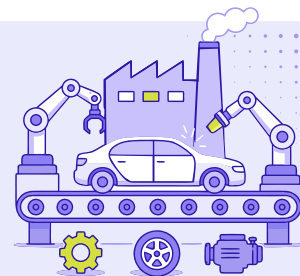
01. INTRODUCTION

Across the global manufacturing sector, digital transformation is no longer a roadmap item, it is an operational imperative. As factories integrate OT telemetry, cloud microservices, and SaaS logistics platforms, the asset management systems designed to govern these **connected assets** are buckling under the weight of their own architectural limitations.

For one global manufacturer, that breaking point arrived during a company-wide infrastructure modernization initiative. What followed was a choice between enduring the 12-week schema development cycles of their legacy CMDB or **rethinking asset management from the ground up**.

02. THE PROBLEM: THREE NEW CATEGORIES, ONE RIGID SCHEMA

The company-wide modernization initiative referenced in the introduction wasn't a single, contained project, it landed on the factory floor and in IT at the same time, across three unrelated fronts at once. Manufacturing wanted OT telemetry sensors on the line for predictive maintenance. Operations had already signed on for a wave of new SaaS



COMPANY: **Automotive Manufacturer**

SIZE: **~400 Employees**

LOCATION: **Texas, USA**

INDUSTRY: **Automotive Products**

TEAMS INVOLVED

- IT Operations
- Security / CISO
- Site Reliability Engineering
- Infrastructure & Cloud

KEY OUTCOMES

- ✓ OT visibility within hours of deploy
- ✓ MTTR reduced by 90%
- ✓ 99.9% alert noise suppression
- ✓ \$0 professional services cost
- ✓ Auto compliance tagging applied



"We were deploying infrastructure faster than our CMDB could model it. Every new technology meant another ticket, another SOW, another quarter of flying blind. We needed a platform that could keep up with us."

— CIO, Global Manufacturing Enterprise

logistics tools. And engineering was standing up cloud-native microservices to support both. None of these initiatives waited for the others, and none of them waited for the asset management system to catch up. When the organization simultaneously rolled out three new infrastructure categories — OT telemetry sensors, dynamic SaaS subscriptions, and cloud-native microservices — their existing CMDB hit an immediate wall:

- **Specialized, un-credentialed devices on the factory floor** with no inventory in the existing CMDB. These sensors couldn't run an agent, didn't have a service account, and didn't map to any asset type the CMDB's schema had ever been designed to hold.
- **Dynamic cloud applications with constantly changing user seats, licensing terms, and API endpoints.** Every time a SaaS vendor added a feature tier or the business added a seat, the CMDB's static record fell a little further out of date.
- **Ephemeral workloads with lifecycles measured in minutes, not years.** Microservices spun up and torn down inside a single deployment cycle, faster than any manual data-entry process could track them, let alone a formal schema review.

None of these asset classes could be recognized, ingested, or mapped as-is. Each one needed its own schema definition before the CMDB would even acknowledge it existed, and the team's only option, for all three at once, was to open a ticket with their CMDB vendor and wait in a queue that had no way to prioritize based on business urgency.

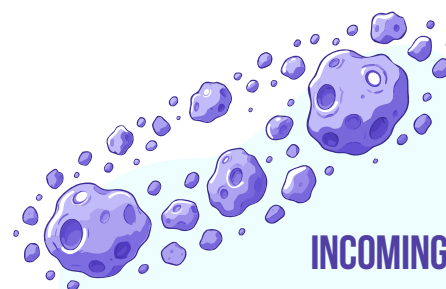
03. WHY THE LEGACY TOOLSET FELL SHORT: THE SCHEMA WALL: EVERY ASSET WAITS IN LINE

The platform's relational architecture required a formal schema change before it could recognize, ingest, or map any new asset class. There was no path around it, only a queue. During the 12-week engagement window that followed, the security team had no visibility into the OT attack surface, the SRE team couldn't map dependencies during outages, and asset data drifted further from operational reality every day.

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"We had three separate initiatives all hitting the same wall at the same time, and the answer from our CMDB vendor was the same for all three: submit a change request and get in line. Meanwhile the sensors were already on the floor."

— Director of IT Operations, Global Manufacturing Enterprise



INCOMING OBSTACLES

Every new class of technology requires an upstream schema modification before it can be recognized, ingested, or mapped. A security team operating on a stale asset model cannot accurately map its attack surface. An SRE team with an incomplete dependency graph cannot trace root causes during an outage. These are not administrative inconveniences -- they are operational and security risks.

THE DATA BLACK HOLE

Weeks of lag, a six-figure price tag

By the time a single schema ticket cleared, the organization had already absorbed the true cost of a rigid, relational architecture:

12+ weeks -- avg. time to ingest a new asset class in a legacy CMDB

\$10K–\$100K -- typical professional services cost per schema customization

~60% -- legacy CMDB data accuracy reported by business leaders



Matching WanAware's flexibility would require a ground-up rewrite of a core database engine, not a simple software patch. This failure pattern is not correctable through better process adherence or more headcount. It is architectural.

04. THE WANAWARE SOLUTION: SCHEMALESS FROM DAY ONE

The enterprise deployed WanAware's Asset Inventory Management (AIM) platform. Unlike schema-bound platforms, WanAware required no predefined data structures, no custom code, and no professional services engagement. A system generalist, not a DBA or consultant, configured and ingested all three new asset classes within the same week. Several were live in inventory the same hour they came online.



Schemaless ingestion: Raw data streams from OT sensors, SaaS APIs, and microservice telemetry were accepted immediately. No predefined structure required.



Dynamic object creation: First-class inventory objects were constructed automatically for each asset type with zero administrator intervention.



Upstream and downstream dependencies were mapped immediately: Sensors linked to cloud microservices, microservices linked to SaaS applications through the Relationship Discovery Engine.

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"WanAware had our OT sensors, microservices, and SaaS tools fully modeled and dependency-mapped in a single afternoon. No SOW, no consultant calls, no waiting. It was the fastest deployment our team has ever executed."

— VP of IT Infrastructure,
Global Manufacturing Enterprise



FAST FACTOID

WanAware replaces static snapshots with a live topology that maps infrastructure changes within milliseconds of occurrence. Every asset in the Relationship Graph is context-aware -- security teams can trace an internet-facing vulnerability to a critical database in real time.



Agentless discovery: OT sensors that could not support agents were identified passively via NetFlow without risking factory floor disruption.



Automatic compliance tagging: Assets were scoped to relevant OT/ICS frameworks without any schema modification or table rebuilds.

The schema gap: Legacy CMDB: 12 weeks + \$100K to model new asset classes. WanAware AIM: same hour, zero cost. The difference is architectural. Schemaless ingestion is not a feature; it is a foundational design choice that legacy vendors cannot replicate without rebuilding their entire database engine from scratch.

Asset visibility was realized immediately. No custom code was written. The organization incurred zero service overhead and eliminated the 12-week schema backlog entirely.

05. THE RESULTS: MEASURABLE ACROSS SECURITY, OPS, AND COST

With WanAware AIM fully deployed, the results were immediate and measurable across security, operations, and cost.

- ✓ **Security visibility restored:** The CISO team gained real-time visibility into every OT sensor on the factory floor within hours of deployment, closing a blind spot that had persisted for months.
- ✓ **MTTR reduced by 90%:** The SRE team could trace dependency chains across IT, OT, cloud, and SaaS in real time, reducing Mean Time to Repair from hours to minutes.
- ✓ **Alert noise suppressed by up to 99.9%:** By correlating asset context across the full infrastructure graph, WanAware collapsed thousands of disjointed alerts into single, explainable incident views.



"Our SRE team used to spend 90% of an outage just figuring out what was connected to what. WanAware gave us that map on day one. When we had a microservice failure last quarter, we had the root cause and blast radius in under four minutes."

— Director of Site Reliability Engineering,
Global Manufacturing Enterprise

- ✓ **Zero professional services cost:** No SOW, no consultants, no custom integration scripts. Total cost to model the three new asset classes: \$0 in services.
- ✓ **Compliance posture strengthened:** Relevant OT and data residency frameworks were applied automatically: no table rebuilds, no schema migrations.

From schema backlog to structural agility **WanAware's schemaless architecture** is a foundational design property, not a bolt-on feature -- the difference between three months of operational blindness and same-day visibility, and between a \$100,000 services engagement and \$0 self-service configuration.

TWO RESPONSES, ONE SWITCH

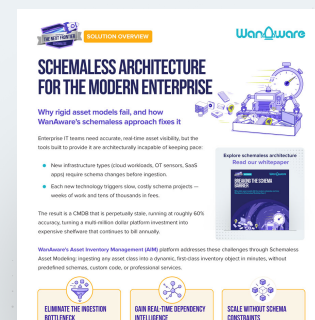
The same core switch, the same 2:14 AM failure, produced two entirely different outcomes depending on what stood between the anomaly and the people who had to respond to it. With CMDB, NMS, and APM working in isolation, a single degrading device turned into a 26-hour, six-person crisis built on stale records and guesswork. With a live **Relationship Graph** correlating that anomaly against real-time dependency data, the same failure became a 4-minute, one-person fix with a definitive root cause from the first alert. For this organization, that difference wasn't a matter of faster tooling doing the same job better; it was the difference between reacting to an outage and containing an anomaly before it became one, a distinction that compounds every time a device drifts from baseline going forward.

MISSION CONTROL: BY THE NUMBERS

- MTTR reduced by **90%**
- Alert noise suppressed by up to **99.9%**
- **Zero** professional services cost



Explore schemaless architecture Read Our Solution Overview



READY FOR LIFTOFF?

Start a free trial or see a demo at wanaware.com.

FREE TRIAL

SEE A DEMO



WanAware delivers Actionable Observability and Asset Inventory Management for modern, connected enterprise environments. By combining real-time asset discovery with an intelligent, live dependency relationship graph, WanAware helps infrastructure, security, and reliability teams eliminate blind spots, drastically reduce alert noise, and prevent critical enterprise downtime.

