THE NEXT FRONTIER
SERVICE CATALOG

WHITEPAPER

WanAware

THE INTEGRATED SERVICE CATALOG

Eradicating the reconciliation backlog and audit risk through unified data-layer asset modeling

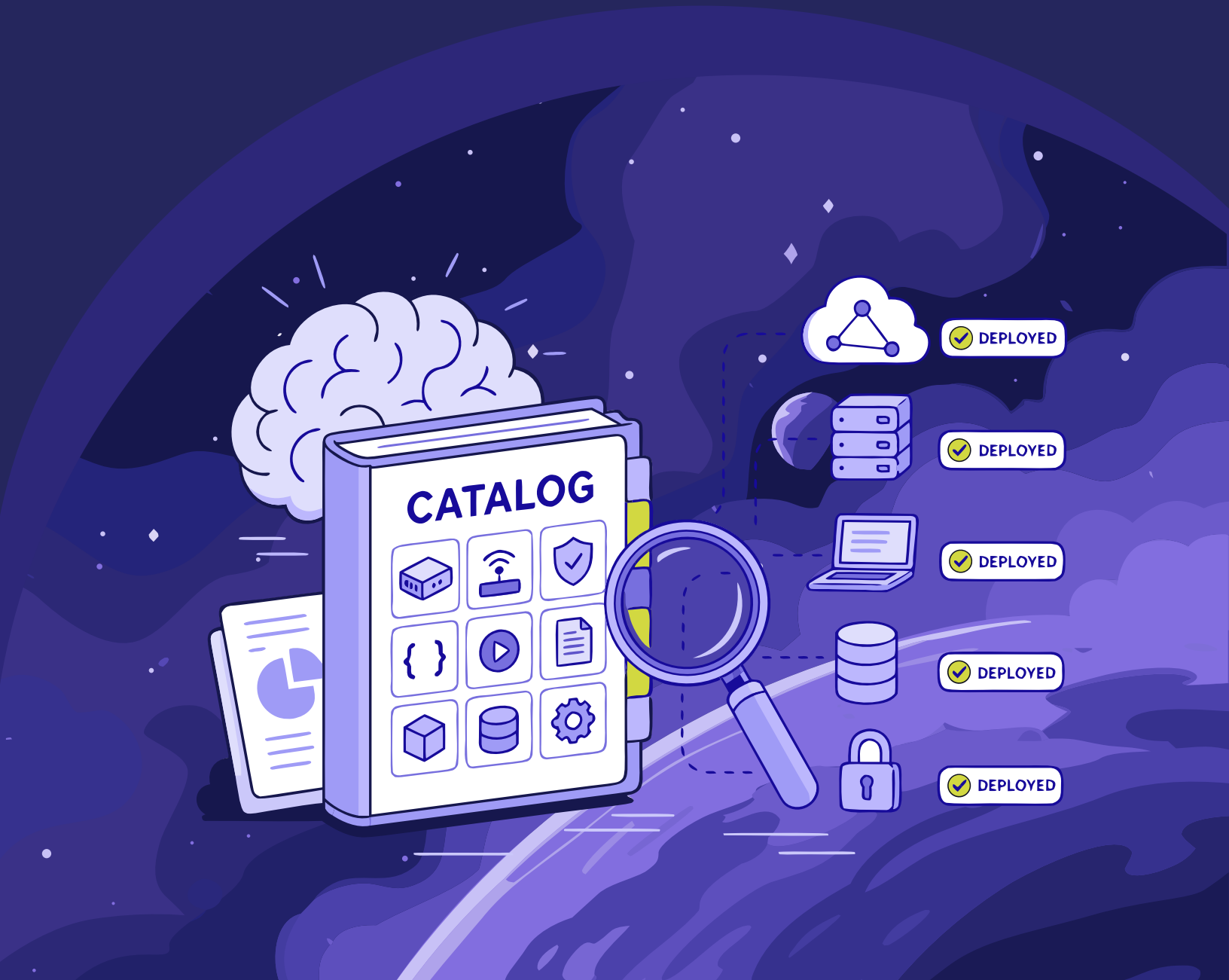
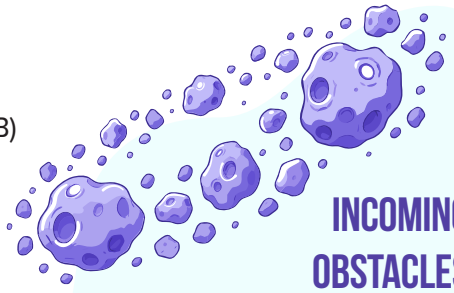


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01. EXECUTIVE SUMMARY

Structural fractures in modern Configuration Management Database (CMDB) and Software Asset Management (SAM) frameworks result in millions of dollars in annual losses due to audit penalties, license waste, and intensive manual reconciliation. Enterprises frequently separate procurement intent from operational reality, splitting active inventory and service catalogs across disconnected silos, inconsistent relational schemas, and disparate platforms. With finance tracking purchases and IT monitoring deployments, organizations are often forced to rely on a third team to bridge the gap. Every one of these **connected assets**, purchased, deployed, or entitled, ends up needing a human bridge that the architecture itself should have provided, ensuring a perpetual backlog of data reconciliation that creates systemic compliance risks and costly licensing blind spots.



INCOMING OBSTACLES

In large enterprises, up to 40% of software entitlements remain unaccounted for at any given time — not because of misuse, but because CMDB and SAM systems can't reconcile live deployment data with procurement records in real time.

This paper explores the architecture of the WanAware **Integrated Service Catalog**. By natively embedding the service catalog within the asset inventory data layer, WanAware unifies license entitlements, procurement records, and live configurations into a single graph record for every connected asset in the environment. This is a native, unified data structure built on a schemaless graph architecture, populated through agentless discovery. Both properties are structural, not incidental. This architectural shift replaces reactive, labor-heavy quarterly audits with a continuous, real-time queryable state, providing on-demand accuracy at scale without human overhead.

02. THE STRUCTURAL ANATOMY: WHAT IT IS

The WanAware Integrated Service Catalog is a native, unified data structure built on a **schemaless graph architecture**, rather than an external module or API-driven bridge. In this environment, a catalog entry is inextricably linked to the actual asset; the live operational state and the catalog record exist as the same object. This fundamental design choice eliminates the need for periodic synchronization and serves as a foundational architectural truth.

This model integrates three traditionally isolated corporate dimensions into one comprehensive record:



What you bought (procurement data): Purchase orders, contractual vendor terms, maintenance lifecycle schedules, and unit acquisition pricing: the financial record of intent.



What you deployed (operational reality): Live, dynamic device footprints, active cloud configurations, localized installations, and ephemeral microservice instances discovered via agentless telemetry.



What you are entitled to (compliance ledger): Product Use Rights (PUR), specific metrics (per-core, per-user, concurrent), upgrade/downgrade permissions, and cloud mobility allowances.

Because these dimensions are maintained as tightly coupled nodes within the same structural graph database, they represent an absolute, real-time reality rather than an inferred or historical approximation.

A native, unified data structure

The WanAware Integrated Service Catalog is not an external software module, a middleware data broker, or an API-driven bridge. It is a **native, unified data structure inside a schemaless graph architecture.** Within the WanAware platform, a catalog entry does not merely describe an idealized software product or hardware SKU; it attaches directly and unbreakably to the actual asset itself, making the catalog record and the live operational reality the same object, rather than two objects that must be periodically synchronized. This distinction is not a product feature. It is a fundamental architectural truth that determines everything downstream.

FAST FACTOID



The architectural distinction that changes everything

Because catalog entries and asset records are the same object in the WanAware graph, not two objects synchronized by a pipeline, there is no reconciliation job to run. The catalog is always current because the inventory is current. The entitlement is always accurate because the deployment state is accurate. The compliance view is always live because all three dimensions share a single data model.

Two architectural pillars: schemaless and agentless

The single-object model above rests on two decisions made at the data layer itself, not bolted on top of it: the platform is schemaless, and it is agentless. Neither is a feature toggle. Both are structural properties of the graph, and together they are what make continuous, zero-reconciliation accuracy possible in the first place.

Schemaless, by design

A schemaless graph has no fixed table structure, no predefined columns, and no rigid relational model that has to be redesigned every time a new asset type, cloud service, or vendor entitlement format appears. New node types and new relationship types are added the moment new data shows up in the environment, without a schema migration, a database administrator ticket, or downtime.

- **Extensibility without rework:** New cloud providers, IoT device become new node types in the same graph: no table redesign, no new ETL mapping, no re-architecture project.
- **No structural drift:** Legacy relational schemas are fixed at design types that existed then; a schemaless model flexes with the environment instead of falling behind it.
- **Faster time-to-catalog:** A new asset category is queryable the data-modeling project clears a backlog.

Agentless, by design

Agentless means the platform discovers, catalogs, and continuously monitors assets without installing, configuring, or maintaining any software agent on the endpoint itself. **Discovery** is built from signals the infrastructure already produces: network telemetry, API integrations, cloud provider metadata, and protocol-level scanning, rather than a footprint that has to be deployed asset by asset.

WHY THIS COMBINATION MATTERS:

Schemaless solves the data-modeling problem; any asset type can be represented without redesigning the database. **Agentless** solves the coverage problem: any asset, anywhere in the environment, can be discovered without a deployment project. A siloed, agent-based, relationally-modeled system can approximate real-time visibility with enough engineering effort. Only a schemaless, agentless graph delivers it as a structural default.

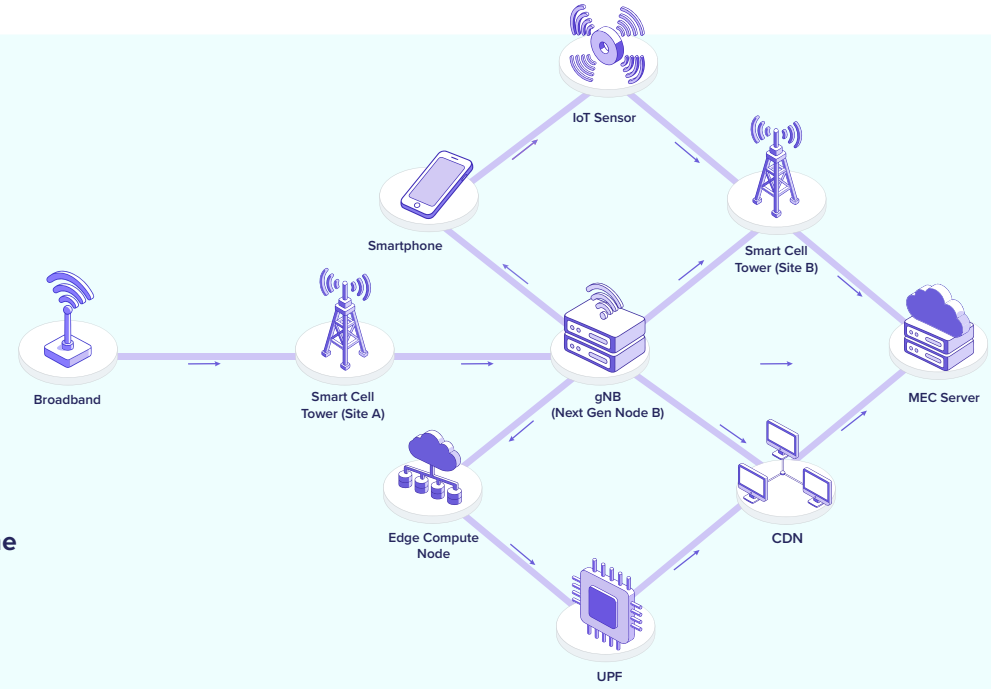
- **Full-environment coverage:** Discovery reaches devices and systems where an agent can't be installed at all: network hardware, IoT sensors, third-party or vendor-managed systems, unmanaged endpoints, and ephemeral cloud workloads that spin up and terminate before an agent could ever be provisioned.
- **Zero deployment friction:** An asset appears in the catalog the moment it's active on the network, not after a rollout project, a per-device install queue, and an OS/version compatibility matrix.
- **No added attack surface or performance tax:** Every installed agent is another piece of software to patch, another credential to secure, and another process consuming CPU and memory on production systems. Removing the agent removes that liability entirely.
- **No fleet to maintain:** Agent-based tools require ongoing agent version management, licensing for the agents themselves, and remediation whenever an agent silently stops reporting. None of that operational overhead exists here.

From catalog to Relationship Graph: Seeing every asset and how it connects

The integration of the service catalog into the asset inventory data layer unlocks something more powerful than compliance tracking alone. Because every connected asset (hardware, software, cloud workload, IoT endpoint, network device) is represented as a native node in the same graph, WanAware can surface the complete web of dependencies and interdependencies that connect them. This is the **WanAware Relationship Graph**: a live, continuously updated map of your entire connected infrastructure, built automatically from the same data that drives your catalog.

THE RELATIONASHIP GRAPH

The Relationship Graph transforms your catalog and inventory into a dynamic, real-time model of how your environment truly works. It's not a static topology diagram. It's a continuously refreshed graph that shows every asset and every interdependency as they evolve — revealing the full chain of impact the moment something fails.



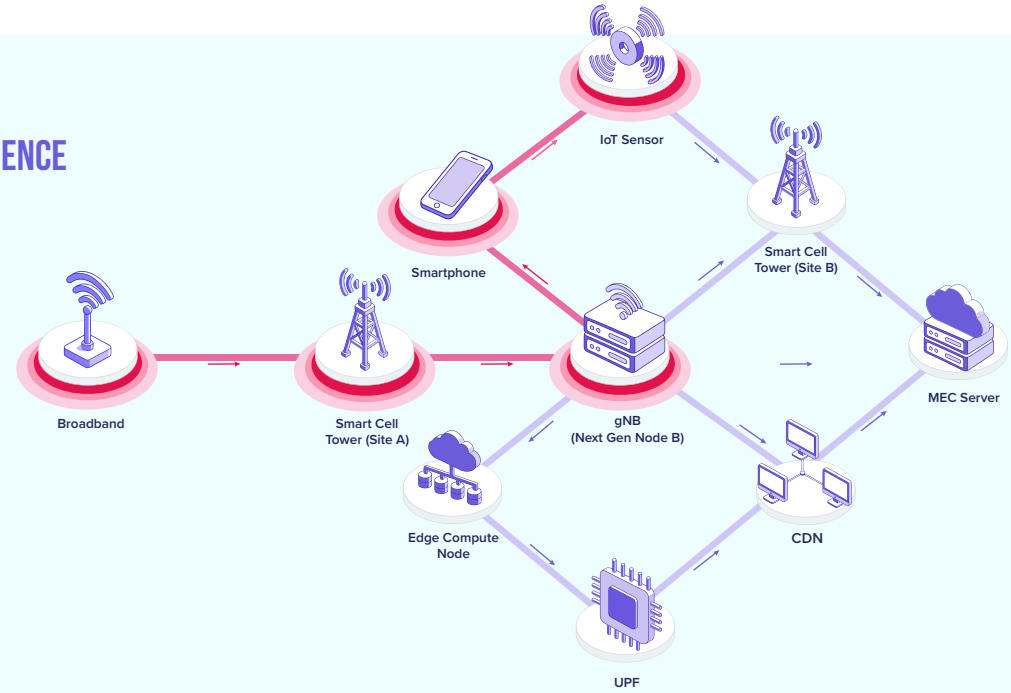
What the Relationship Graph reveals

The Relationship Graph is not a static topology diagram built by a network team once a year and immediately left to go stale. It is a continuously updated live view that reflects the actual operational state of your environment, updated in real time as assets are discovered, deployed, reconfigured, or decommissioned. Every node in the graph is a real asset with real properties. Every edge is a real relationship, not an assumed one.

The most costly IT incidents, outages, compliance failures, security exposures, almost never originate from a single point of failure. They travel. A failing circuit takes down the servers that depend on it. Those servers take down the applications running on them. Those applications take down the users, the workflows, and the revenue attached to them. This is the **blast radius.** In a legacy environment, each of those links has to be discovered manually, under pressure, in sequence. In WanAware, the entire chain is already mapped. The moment something changes state, the Relationship Graph surfaces every downstream consequence, so teams are looking at the full picture before the first escalation call is made.

INSTANT BLAST RADIUS INTELLIGENCE

When any asset changes state, WanAware instantly surfaces every downstream asset affected. No manual tracing. No guesswork. The dependency map already exists, natively, in real time.



The Integrated catalog is the foundation of the Relationship Graph. Without a native catalog embedded in the asset inventory layer, the Relationship Graph cannot exist. Legacy tools can produce topology diagrams, but because their catalog and inventory live in separate systems, the relationships they map are always lagging, always partial, and always stitched together by inference rather than structural fact. WanAware's unified data model means that the moment a new asset is cataloged, its relationships to the rest of the graph are computed automatically. No integration project. No ETL job. No manual mapping session required.

The Asset inventory connection

The Integrated Service Catalog is not a standalone module bolted onto WanAware. It is the operational heart of WanAware's Asset Inventory Management (AIM) process. Understanding this connection is essential to understanding why WanAware's architecture is fundamentally different from everything else in the market.

By natively embedding the service catalog within the asset inventory data layer, WanAware unifies three dimensions that legacy organizations maintain across separate platforms, separate teams, and separate budget cycles into a **single graph record: license entitlements + procurement records + live configurations.**

FAST FACTOID



WanAware replaces reactive, labor-heavy quarterly audits with a continuous, real-time queryable state. The compliance question is no longer a project. It is a query. It returns in milliseconds, not weeks. providing on-demand accuracy at scale without human overhead.

THE DATA BLACK HOLE



In a legacy environment, knowing whether your software deployments align with your license entitlements requires a project **— a multi-week, multi-team effort that produces results that are already stale the moment they are delivered.**

With WanAware's Relationship Graph:

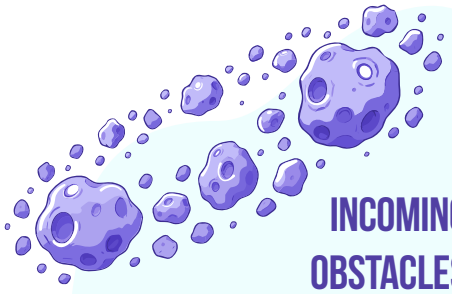
See every connected asset: Every hardware device, software installation, cloud workload, IoT sensor, and network circuit is represented as a node in the graph, discovered automatically via agentless telemetry, no manual entry required.

Map all dependencies: Dependencies between assets such as which software runs on which servers, which servers route through which circuits, which cloud workloads depend on which on-premise systems, are captured as native graph edges and updated continuously.

Know your blast radius: When any asset changes state: a license expires, a server goes offline, a cloud region becomes unavailable, the Relationship Graph instantly surfaces every downstream asset affected. You see the full impact before it reaches end users.

03. THE SYSTEMIC PROBLEM WANAWARE ELIMINATES

In traditional enterprise environments, the service catalog and the live inventory exist as fundamentally isolated applications maintained by separate teams, producing separate truths about the same connected assets, neither of which is the whole truth. The procurement service catalog, typically hosted in an ITSM or ERP application, defines what should exist based on financial outlays. Concurrently, the discovery inventory, tracked by endpoint scanners, cloud logs, or security platforms, captures what actually exists on the network. These two ecosystems are not natively bridged, and over time this disconnect compounds, generating severe financial and operational risk across four critical dimensions.

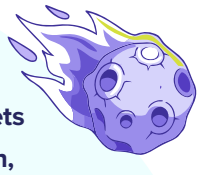


INCOMING OBSTACLES

The legacy risk

When the service catalog and live inventory are managed by separate teams, and these two systems are not natively connected, it creates massive financial and operational risks over time.

The invisible drain: Four core challenges in asset management



FAST FACTOID

By unifying distinct datasets into a single source of truth, WanAware saves businesses months of reconciliation overhead and significant financial capital. Ultimately, this eliminates the hidden tax of legacy governance, freeing up valuable technical talent to focus on strategic innovation rather than administrative survival.

- **Chronic license waste (shelfware):** Organizations routinely purchase excess software allocations because they cannot cross-reference purchase logs with active deployment counts in real time. Industry estimates consistently place undeployed software spend at 25–34% of total software budgets; money that earns nothing and risks compounding through auto-renewal.

- **Punitive vendor true-ups:** Uncontrolled, decentralized software deployments outpace contractual entitlements, exposing enterprises to unbudgeted true-up penalties during vendor audit cycles. Without real-time entitlement tracking, compliance drift is invisible until a vendor demands payment, at which point the enterprise negotiates from a position of maximum weakness.

- **The permanent reconciliation backlog:** Internal IT and procurement teams waste hundreds of hours manually matching messy spreadsheets, relying on brittle, slow, and error-prone SQL extraction procedures. This effort is never complete — data ages the moment it is produced, so reconciliation must restart before the last cycle is finished.

- **The structural cost & visibility gap:** Because procurement and live discovery logs are fundamentally isolated, leadership is blind to the total cost of ownership. Money is spent based on “theoretical” needs rather than active, real-time demand, leading to structural overspend.

The core insight

The problem is not a lack of data. Enterprise environments already generate enormous amounts of telemetry. The problem is structural separation: when procurement, deployment, and entitlement data live in different systems, reconciliation becomes a permanent, manual, error-prone job. **WanAware's Integrated Service Catalog** eliminates the gap by eliminating the separation.

FEWER STEPS. FASTER ORBIT.

For executive stakeholders (CIOs, CFOs, CSOs, and Procurement Directors), WanAware transitions asset tracking from an expensive, defensive chore into a lean operational efficiency driver.

Strategic financial advantages: WanAware converts asset management from a defensive cost center into a strategic engine for financial optimization and reclaimed time.



Stop auto-renewal traps

Instantly surface sero-utilization items and cancel costly enterprise agreements weeks before auto-renewal dates pass. Wanaware's always-current utilization view means procurement teams have actionable intelligence, not guesswork, before the decision window closes. Organizations running manual processes routinely miss these windows entirely, committing to another full term of spend on unneeded licenses.



Defend contract renegotiations

Enter vendor renewals with absolute historical deployment metrics, shifting leverage away from vendor sales reps back to corporate procurement. When vendors know you can produce a forensically accurate deployment history on demand, the negotiation changes entirely, from defensive to offensive. Procurement can negotiate from usage facts rather than vendor projections.



Eliminate right-sizing guesswork

With live entitlement-vs-deployment data available at all times, procurement teams can right-size license pools at renewal, reducing both over-purchase risk and under-purchase compliance exposure simultaneously. This dual optimization is only possible when both sides of the equation are visible in real time.



Turn audits into routine events

When a vendor audit arrives, the WanAware operator executes a pre-built entitlement-versus-deployed query, validates the compliance view, and exports certified audit evidence, all within a single work session. This eliminates the organizational panic, the cross departmental war rooms, and the unbudgeted compliance fines that characterize legacy audit responses.

04. THE COMPETITIVE MOAT: WHY LEGACY COMPETITORS CANNOT FOLLOW

The most important question enterprise buyers ask is: can't the existing vendors simply add this feature? The answer is no, and the reason is foundational, not tactical. When evaluating alternative infrastructure management solutions, buyers frequently ask why legacy market leaders cannot simply build an integrated catalog feature.

The restriction is foundational: native integration at the data layer is an immutable design decision made at inception, not a functional feature that can be added later. The difference is like asking a city built on a grid road system to add circular highways; you can try, but the underlying structure resists.

The formula that exposes legacy architectures

Legacy ITAM and Configuration Management Databases (CMDBs) are anchored to rigid Relational Database Management Systems (RDBMS). Every table relationship, structural foreign key constraint, and reporting script relies entirely on pre-defined, inflexible tables. To mimic WanAware, legacy vendors must deploy complex, brittle middleware pipelines to periodically fetch data from an isolated catalog table and force-fit it into a separate discovery inventory table. This old-school relational architecture causes severe data delivery degradation. Where legacy tools suffer from significant data lag (Ttotal) due to heavy transformation pipelines (TETL) and resource-intensive multi-table cross-joins (Tjoin_execution), WanAware leverages a unified, schemaless graph model. Attaching a real-time asset to an entitlement catalog record in a single, un-delayed action is only possible when both components exist as native, co-located nodes within the exact same database. This is not a performance optimization; it is an architectural consequence of the unified data model.

The second bottleneck: Agent-based discovery

The relational schema is only half of what locks legacy vendors in place. Their discovery layer is almost always agent-based: a piece of software has to be installed, licensed, and kept up to date on every endpoint before that endpoint can report state back to the central database. That requirement adds a second source of lag on top of the schema problem — deployment queues, OS-compatibility gaps, and blind spots on every asset an agent can't reach (network gear, IoT, cloud-native workloads, unmanaged or third-party systems).

FAST FACTOID



Legacy architecture = relational schema lag + agent deployment lag + endpoint overhead.

WanAware's architecture = schemaless graph + agentless discovery, so assets link to entitlements instantly because both the data and the discovery method are native to the same platform.

Retrofitting **agentless discovery** onto a relational, agent-based product is not a patch release; it requires re-engineering both the data model and the collection layer at the same time. WanAware built agentless discovery directly into the same schemaless graph from day one, so assets are cataloged the moment they appear on the network, with no agent rollout and no endpoint footprint to maintain.

In legacy systems, their entire query engine, reporting layer, workflow system, and API surface assume table-based data structures. Migrating to a graph architecture would require rebuilding the product from scratch. Existing vendors can build integration layers and ETL connectors, but they cannot achieve native co-location, and they cannot retrofit agentless coverage without abandoning the agent fleets their customers already depend on. WanAware avoided that trap entirely by starting from first principles.

05. FROM COST CENTER TO STRATEGIC ADVANTAGE

For executive stakeholders (CIOs, CFOs, CSOs, and Procurement Directors), WanAware transitions asset tracking from an expensive, defensive chore into a lean operational efficiency driver.

COMPARISON CHART

OPERATIONAL AREA	LEGACY REALITY	WanAware INTEGRATED
Entitlement reconciliation	✗ A multi-week, high-stress manual spreadsheet project executed every quarter. Requires dedicated analyst hours and produces results that are already stale by delivery.	✓ A persistent, live standing query requiring zero ongoing human engineering. Entitlements update in real time as deployments change. No manual trigger needed.
Software compliance audits	✗ A high-risk corporate crisis resulting in significant, unbudgeted compliance fines. Typically requires 4–8 weeks of multi-team coordination with uncertain outcomes.	✓ A routine, predictable operational task completed with a single automated data export. Certified audit evidence is always pre-computed and ready.
Cross-departmental collaboration	✗ Finance, IT, and Procurement argue using mismatched data exports pulled at different times, creating political friction and decision paralysis.	✓ All organizational units build strategy from a single, shared source of truth, the same live graph, viewed through role-appropriate lenses.
Vendor contract renewals	✗ Procurement teams enter renewals with incomplete utilization data, ceding negotiation leverage to vendor sales reps who have modeled the customer's usage patterns better than the customer has.	✓ Procurement enters every renewal armed with absolute, auditable historical deployment metrics, showing exactly which products are used, how much, by whom, and on which workloads.
License optimization	✗ Shelfware is discovered months after auto-renewals have already committed the organization to another year of spend on unused software.	✓ Zero-utilization license items are surfaced proactively in the dash-board weeks before renewal windows, enabling cancellation before financial commitment locks in.
New asset onboarding	✗ New hardware or software deployments must be manually logged across multiple systems: the CMDB, the ITSM catalog, the ERP asset register. Each system must be updated separately, and each update degrades synchronization fidelity.	✓ New assets discovered via agent-less telemetry are automatically associated with their catalog record, entitlement pool, and contract term, no manual cross-system entry required.

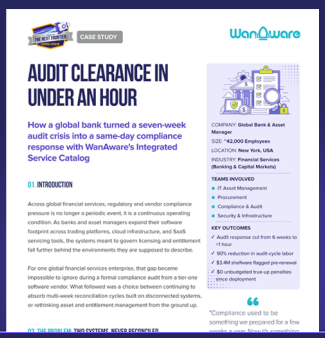
STRATEGIC USE CASE

06. FROM CRISIS TO COMPLIANCE: A 1-HOUR TURNAROUND



Consider the most common high-stakes ITAM scenario in enterprise IT: a tier-one software vendor delivers a formal, unscheduled compliance audit notice, effective immediately, with a 30-day response window.

This scenario plays out thousands of times annually across enterprises of all sizes. The vendor has, by definition, modeled your deployment patterns more carefully than your own internal teams have, because they have consistent motivation and resources dedicated to this single activity. How your organization responds to this notice reveals the true cost of architectural fragmentation.



Read How a global financial institution turned a 7-week audit crisis into a same-day compliance response with WanAware's Integrated Service Catalog.

Read our Case Study

THE LEGACY APPROACH



6 weeks of organizational crisis

- **Day 1:** Audit notice is received. Emergency all-hands called. ITAM team lead pulled from all other projects. Incident bridge opened.
- **Weeks 1 and 2:** System administrators deploy ad hoc scanning scripts across endpoints. Results are inconsistent. Different scanners report different installed versions, different host names, different user assignments.
- **Weeks 3 and 4:** Procurement specialists excavate legacy file shares, email archives, and ERP systems for contract documentation. Multiple contract versions exist. True entitlement count is disputed internally.
- **Week 5:** Data scientists are compiling unstructured spreadsheets across all sources. Name-matching heuristics fail on version variants and regional naming conventions. Escalations to the vendor for format clarification delay the process further.
- **Week 6:** Audit response is submitted, with known gaps. Enterprise negotiates from a position of maximum weakness with an incomplete dataset.

Results: 4–8 weeks · High error rate · Unknown exposure

THE WANAWARE APPROACH



Same-day audit resolution

- **Hour 0:** Audit notice received. ITAM administrator opens WanAware dashboard.
- **Hour 0.1:** Pre-built entitlement-versus-deployed query executed against the vendor's product catalog entries. All live deployments are already natively linked to their license records — no scanning required.
- **Hour 0.3:** 100% matched compliance view validated. Entitlements, deployment counts, license metrics, and contract terms are all displayed in a single unified view — current as of the moment of query.
- **Hour 0.5:** Certified audit evidence package exported. The report includes deployment history, entitlement documentation, and usage metrics — all sourced from a single, authoritative graph record.
- **Same Day:** Audit response submitted. Enterprise enters any negotiation with complete data, from a position of absolute compliance certainty.

Results: <1 Hour · Zero gaps · Complete certainty

The broader principle

The compliance audit scenario is merely the highest-stakes instance of a problem that occurs continuously in every enterprise: the need to know, right now, what software is deployed, what entitlement covers it, and whether the two are in alignment. WanAware makes this question answerable in milliseconds, continuously, at no incremental cost per query, and without human intervention. Every operational decision improves when this information is available on demand.

The legacy catch-up problem: Teams are always behind when they are trying to get ahead

- **Hours lost finding the root cause:** Without a live relationship graph, teams must manually trace which assets are affected, querying multiple disconnected systems to piece together a picture of what went wrong, and where it started. This investigation alone can consume an entire working day.
- **More assets go down while they look:** Because dependency chains are invisible in legacy systems, downstream failures cascade undetected. By the time a team identifies the source problem, additional assets that depended on the failing one have already gone offline, widening the incident scope with every passing hour.
- **Always behind, always catching up:** Legacy tools show a snapshot of yesterday's state. Teams are perpetually reacting to a picture that is already out of date, chasing failures that have already moved on, applying fixes to a topology that has already changed, and missing new issues that have emerged in the gap.

WanAware's live Relationship Graph eliminates the catch-up cycle entirely; **the dependency map is always current, the blast radius is always visible, and the root cause is always traceable before the next failure compounds the first.**

07. CONCLUSION: TRADING RELATIONAL FRICTION FOR OPERATIONAL FLUIDITY

The traditional separation between what an enterprise buys and what it actually deploys is not an organizational failure, it is an architectural one. It shows up as soon as an enterprise has more than a handful of connected assets to track. For decades, legacy ITAM and CMDB tools have forced organizations to sit in a permanent state of data reconciliation, building complex ETL pipelines, running resource-heavy database queries, and managing endless spreadsheets just to approximate license compliance and asset health.

MISSION CONTROL: BY THE NUMBERS

- **6 weeks**: Typical compliance audit prep time with **legacy tools**
- **<1 hr** Audit response time with **WanAware integrated catalog**
- **$0** Reconciliation engineering cost when catalog is native



WanAware's Integrated Service Catalog eliminates this operational friction by fixing the problem at the data layer. By replacing the rigid blueprints of legacy relational frameworks with a dynamic, schemaless graph model, populated through agentless discovery rather than deployed software footprints, procurement intent and real-time operational reality live together in a single, inseparable record.

For the enterprise buyer, this architectural shift delivers unmistakable business value:

- **Immediate software ROI:** Instantly isolates unused software allocations and puts an end to costly auto-renewal traps.
- **Defensive contract leverage:** Arms procurement teams with absolute, verifiable deployment metrics before stepping into vendor renegotiations.
- **Continuous audit readiness:** Transforms vendor compliance audits from a high-stakes, multi-week crisis into a routine, same-day data export.
- **Zero deployment overhead:** A schemaless, agentless architecture means new asset types and entire new environments are captured automatically — no schema migrations, no agent rollout projects, no coverage gaps to backfill later.

Ultimately, selecting an asset management framework comes down to a clear choice: continue funding the architectural debt, custom scripting, and constant consultant intervention required by legacy systems, or invest in a modern, fluid intelligence engine built for the speed of today's technology. WanAware provides the continuous visibility, financial governance, and operational agility needed to confidently run and secure the modern enterprise.

Stop wasting weeks on manual reconciliation. Discover how WanAware's schemaless, agentless unified graph maps your true deployed state automatically—turning audit week into audit hour.

Read our Solution Overview



READY FOR LIFTOFF?

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

FREE TRIAL SEE A DEMO