

aws marketplace

Device42

Reviews, tips, and advice from real users



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Product Recap



Device42

Device42 Recap

Device42 empowers enterprises with automatic IT asset discovery, application dependency mapping, and agentless discovery, streamlining asset management, improving decision-making, and supporting migration initiatives.

Device42 automates network discovery and provides comprehensive IT data management, making it indispensable for asset and infrastructure management. The platform's integration capabilities, such as with ServiceNow, allow seamless management of physical and virtual environments. Its application dependency mapping is a critical feature for efficient cloud migration, while advanced search and dashboards enhance operational tasks. Device42's ease of deployment coupled with integration into cloud services offers robust operational insights and simplifies onboarding.

What are Device42's key features?

- **Automatic IT Asset Discovery:** Enables detailed information collection on hardware and software.
- **Application Dependency Mapping:** Facilitates tracking of application dependencies for effective cloud migration.
- **Agentless Discovery:** Assists in uncovering assets without the need for specialized agents.
- **Network Topology Visualization:** Assists in visual representation of network connections.
- **Cloud Integration:** Simplifies the integration with cloud services for enhanced insights.

What benefits should be evaluated in Device42?

- **Improved Decision-Making:** Optimizes resource utilization and boosts strategic initiatives.
- **Seamless Integration:** Enhances connectivity with platforms like ServiceNow.
- **Efficiency in Auditing:** Eases compliance and auditing processes.
- **Simplified Onboarding:** Streamlines initial setups and deployment.
- **Enhanced Operational Insights:** Supports better management through comprehensive data visualization.

Device42 is widely used across sectors for IT asset and infrastructure management, where automation in inventory and documentation aids compliance and resource optimization. It excels in industries requiring integration with existing systems and comprehensive network solutions. Application dependency mapping bolsters cloud migration efficiency in enterprise environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Device42 is a fantastic tool for workload discovery, and I believe everyone should start using it if they have plans to do so; it is a top-notch tool in the market.”



Manmohan Rao

Associate Vice President at Hitachi Systems India Private Limited



“Device42 stands out as a really competitive tool as compared to some of the other tools which are out there in the market, such as BMC Discovery, Freshservice, and ServiceNow, and I am really happy to see that Device42 is really doing well in capturing and including the AI aspect of it.”



AbhishekGupta2

Sr PreSales Cloud Architect at a outsourcing company with 10,001+ employees



“Device42 is a fully-featured tool that includes everything we need with powerful auto-discovery and intelligent application dependency mapping, and it is great in saving time and cost.”



Likod Andrew

Financial Specialist at Wells Fargo



“Discovery tools such as Device42 are very useful for enterprise level organizations.”



Krishna Gopal Singh

Consultant at a tech vendor with 10,001+ employees



“Device42 saves a significant amount of time, with onboarding and discovery being reduced significantly, specifically around understanding how to build out a client's circuits and network topology.”



EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.



“Device42 positively impacts my organization because we build the as-is as soon as possible, avoiding the delays we would face with the network or security teams, and I captured more than 100 traffic entries in just two weeks, which was great.”



Verified user

Senior Consultant at a tech vendor with 10,001+ employees



“Device42 positively impacts our organization by providing dependency mapping for our devices, and it integrates well with applications, especially our cloud service Microsoft Azure, giving us complete visibility across our infrastructure for efficient operations and modern compliance.”



Hafidz Rusydi

Solutions Architect at KAF Group

What users had to say about valuable features:

“The best feature Device42 offers for me is the Application Dependency Mapping (ADP).

“What stands out to me about the Application Dependency Mapping feature is both its accuracy and visualization.

“Device42 positively impacts my organization because we build the as-is as soon as possible. It helps us avoid the delays that would occur if we went to the network team or security team, which would take much longer than what Device42 requires. With Device42, I captured more than 100 traffic entries in just two weeks, which was great..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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“Various discovery tools in the market do almost the same thing such as collecting inventory and hardware details, running application instances, and end of life details of operating systems. However, in Device42 specifically, we can do resource utilization analysis. There is an ADM feature which you can enable for resource utilization that provides details of RAM utilization, CPU utilization, input and output, and IOPS details. Those kinds of details can be provided from the deeper server level.

“Visualization capabilities are also available with ADDM things and visualizations. You can create application layouts, though the caveat is that these are not dynamic. However, you can set some alerts where it can update as well..”

Krishna Gopal Singh

Consultant at a tech vendor with 10,001+ employees

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“Device42 offers great and detailed application dependency data, networking components, and provides as-is details with interconnections between applications.

The detailed application dependency data and networking components stand out in my projects because application dependency is a major factor that helps evaluate how applications and workloads will be migrated and in what move group. It is easier to define the move groups of applications to be migrated to cloud using the application dependency data, so I can easily decide what set of applications can be moved together. This is very helpful.

Device42 has positively impacted my organization by helping us lead successful migration and transformation projects, and I have successfully completed cloud movement implementation from standard data center deployments to the cloud. It was very helpful in both transformation and transition phases..”

Verified user

Cloud Architect at a tech vendor with 10,001+ employees

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The best features of Device42 include the asset inventory, which I find very important for organizations to maintain an up-to-date inventory of their end devices and users for auditing purposes.

Device42's asset inventory feature helps our organization by making auditing easier as I can generate reports and automate dashboards for top management. I also plan to leverage features related to AI and artificial intelligence to integrate with change management systems like Jira or ServiceNow.

“Device42 positively impacts our organization by providing dependency mapping for our devices, and it integrates well with applications, especially our cloud service Microsoft Azure, giving us complete visibility across our infrastructure for efficient operations and modern compliance. .”

Hafidz Rusydi

Solutions Architect at KAF Group

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“Some of the best features that Device42 offers are that it can discover physical and virtual servers as well as network devices. It gives resource utilization details like CPU, memory, and storage. It provides dependency mapping and gives inbound and outbound communication details.

“Device42 provides detailed information regarding the IT assets with Device42 installed and also helps in the identification of assets and their locations.

“Device42 has positively impacted my organization because since it was installed, it has been very helpful because we use it for mass updates, which saves us a lot of time; approximately sixty to seventy percent of our time is saved through the mass updates. It helps in making everything documented, hence being very focused. With this system, we can get any information about the location of the device, connected cables, additional information, and status. Inventory management has been very seamless..”

Likod Andrew

Financial Specialist at Wells Fargo

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“The best features Device42 offers, in my opinion, are the network mapping and topology; I think that is the best functionality of the software.

“What stands out for me about the network mapping and topology is the visualization, which is the biggest part of it. Being able to see the topology and affinity mapping out in front of you on the screen in the way that they create it is very handy.

“Device42 has positively impacted my organization by definitely speeding up our discovery process when we are working with clients or new clients up front with the onboarding. To build out a proper DR recovery for people, it is a necessity to understand their environment, and Device42 helps us understand those environments much quicker compared to manual intervention or running other tools in a segment and several other applications to gather roughly the same type of mapping data.

“Device42 saves a significant amount of time, with onboarding and discovery being reduced significantly, specifically around understanding how to build out a client's circuits and network topology. Typically, we have to match that on our side to do a proper disaster recovery environment for individuals, and we build out clean rooms and do the full setup at a hot site. Being able to match that identically with a mapping that we know to be the source of truth and to be accurate saves weeks and weeks of time within the discovery process..”

EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.

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Other Solutions Considered

If others are considering Device42, it depends on their budget. There are many asset discovery tools available, and they should evaluate whether Device42 is the right tool for them.

Hafidz Rusydi

Solutions Architect at KAF Group

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“I previously used Cloudscape for affinity mapping before switching to Device42. IBM bought them, and then it turned into another product, and so it just seemed to be a hassle continuing with that product, and that is when we started using Device42..”

EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.

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“We were using another tool. We wanted to integrate an asset management solution with it, but we couldn’t do it because we had to manually set the relationship between all the assets. It was time-consuming. So, we switched to Device42..”

JohannyMedina

Sales Director at SINAPSIS

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“I was evaluating different solutions out there, and because we are a managed services provider, we are not tied down to one solution. We have used different solutions from ServiceNow CMDB or discovery to BMC Discovery as well, depending upon specific use cases..”

AbhishekGupta2

Sr PreSales Cloud Architect at a outsourcing company with 10,001+ employees

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“Before choosing Device42, we did evaluate different options. As I mentioned, BMC Discovery, ServiceNow CMDB or the discovery module. There was another one which was called Virima. It is really good in the ML-powered aspect of it, and it also ticks a lot of boxes which Device42 also does..”

AbhishekGupta2

Sr PreSales Cloud Architect at a outsourcing company with 10,001+ employees

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“The main competitors as of now are BMC Discovery, which is the main competitor of Device42, and ServiceNow Discovery. Most customers are using ServiceNow Discovery because they are using the ServiceNow ITSM and want to integrate the ServiceNow Discovery data with the ServiceNow CMDB.

“Other discovery tools are also in the market such as StratoZone for Google, cloud scape or CloudImage for AWS, and Azure Migrate for Azure discovery. However, those are cloud-native discovery tools that provide all the details related to the cloud and are used for preparing assessments. Those are not core discovery tools and are high-level discovery tools. The ones doing deep discovery are Helix and ServiceNow Discovery.

“Price-wise, from what I understand from my leadership, Device42 has some cost and it is a bit high compared to other discovery tools such as BMC Discovery or BMC Helix. Their rates are a bit high because they treat every server as one unit of one license. One server means one license, and for storage, if you are doing it for 0.10 unit for one storage, their costs are a bit high from what I understood from my previous engagements and in my current team. I would rate this product an 8 overall..”

Krishna Gopal Singh

Consultant at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

I have not seen a return on investment with Device42, as it primarily provides information and not revenue. I have just recently upgraded our licensing to avoid unnecessary charges by limiting what I discover.

Hafidz Rusydi

Solutions Architect at KAF Group

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“I have seen a return on investment because if I am well-versed with the tool, I would need fewer people to evaluate or perform manual assessment. In that way, it is helpful..”

Verified user

Cloud Architect at a tech vendor with 10,001+ employees

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“I have seen a return on investment with Device42. Device42 is a fully-featured tool that includes everything we need with powerful auto-discovery and intelligent application dependency mapping. It is great in saving time and cost..”

Likod Andrew

Financial Specialist at Wells Fargo

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“I have seen a return on investment from using Device42, as I was the only one who did the full exercise and it was easy for me. I worked about 8 to 16 hours per week, which was sufficient to deliver. This efficiency with time and resources was perfect; however, I do not know about the costs since I am not involved in that aspect..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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“I have not seen a return on investment in terms of cutting employees and have not really tracked the monetary savings that we have. The time investment is the biggest piece that we have noticed as a whole, and it is significant. We are saving weeks and weeks of time during discovery processes, and that is repeatable. Onboarding a new customer, we save time. Every customer we onboard and we use Device42 as a mapping agent, we save time with. Eventually it extends into major time savings over the course of a year..”

EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.

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“There is definitely a good return on investments because, as I mentioned, it has helped accelerate the process in a lot of different areas. The time to resolution, even from a troubleshooting or a discovery standpoint, has highly shortened. Fewer employees are needed. With its capability, we require less people on new projects when we are leveraging this platform. So definitely there is a little bit of time saved and money saved as well. I would not be able to share any rough estimates, but from a percentage standpoint, I can confidently say at least 30% is the savings which we have seen..”

AbhishekGupta2

Sr PreSales Cloud Architect at a outsourcing company with 10,001+ employees

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Use Case

“My main use case for Device42 is for transformation projects to assess the application workloads of different organizations that are ready to move to cloud.

In one of those transformation projects, I used Device42 for assessing application dependencies and obtaining infrastructure details such as current usage, how applications are dependent on each other, networking components, memory, CPU, and other details. This allowed me to get the as-is information and application dependencies to define how to move the workloads forward and whether the applications were ready to move to cloud, essentially to check their readiness and fit for cloud migration.

I have used Device42 for transformation and modernization projects, and it has been very useful because I obtained as much detail as required for successful execution of the project..”

Verified user[Read full review](#) 

Cloud Architect at a tech vendor with 10,001+ employees

“My main use case for Device42 is that I appreciate the advanced search capabilities and impressive dashboard. It provides accurate infrastructure visibility and documentation while simplifying data management tasks. It is very effective in identifying issues and planning for the future through its powerful dependency mappings of resources and applications. What stands out is automating database performance, optimizing workflows, and reducing costs. Whether on the cloud or on-premises deployments, Device42 proves reliable and adaptable to various network management needs.

“Device42 has the ability to collect and configure data from storage devices, while it facilitates seamless communication with cloud services. In my organization, we use it as a customer data center infrastructure discovery, where we provide support to customers for the infrastructure inventory discovery..”

Likod Andrew

Financial Specialist at Wells Fargo

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“My main use case for Device42 is that we use it as a CMDB and affinity map to check out network topology or determine when we need to decom something in a life cycle. We use it for many different purposes.

“A quick specific example of how we use Device42 for one of those purposes is that being able to deploy it at a customer site and do a mapping of the environment gives us an overview of how we would go about structuring the rest of the products that we would put in place. We use the topology map to build out, say, network segments or understand server affinity mapping architecture and build our disaster recovery plans around that.

“In addition to my main use case, we use Device42 as a lifecycle manager as well, and I know many people do not use that, but it does have functionality to be able to pull data CMDB-wise..”

EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.

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“My main use case for Device42 is building the as-is for the customer while discovering the virtualization environment, whether it's Azure, VMware, or Hyper-V, and adding the VMs which are important to it and related to the application. After that, I build the Application Dependency Mapping (ADP) to show the customer which applications are more important for building business resilience, creating a report that highlights which business or application is the most critical.

“A quick, specific example of how I used Device42 for this project is its main purpose, which is to build all the application dependency mapping. The tool captures all connections to or from the server and displays them in the file, which helped me immensely because it sniffs all the servers, collecting tons of data simultaneously. This capability is something the network team or security team could never manage within a similar time frame; capturing all this traffic at once would take them a much longer amount of time..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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My main use case for Device42 is day-to-day asset discovery in our organization where we discover our devices like virtual machines, NICs, and operating systems such as Windows and Linux. I use it to track the expiry of certificates through a dashboard to ensure proper change management for renewals.

For asset discovery with Device42, I monitor a few VMs, and for certificate management, I deal with applications that utilize TLS certificates. A recent situation that was particularly helpful was our renewal process which occurs every six months to a year where I ensure the certificates are up to date and monitor our virtual machines on the dashboard including both on-premises and cloud resources.

“I use Device42 to integrate with our Jira for our ticketing system, which is very helpful in providing alerts about our inventory's status, whether it is end of life or needs updates. It aids in certificate management by informing us through Jira, thus supporting our reporting processes and compliance efforts. .”

Hafidz Rusydi

Solutions Architect at KAF Group

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“We are using Device42 for various customers who are starting from scratch and implementing this tool in their environment. We are doing ADDM, ITOM, and migrations as well with help from Device42 data. This makes it very useful for different use cases.

“The client's main requirement for Device42 depends on how large the customer's environment is and what kind of implementation they need. If they have their infrastructure on-premises, they can go with the on-premises installation. However, if they have their environment running in the cloud as well, there is a separate installation and separate prerequisites we need to follow for deploying the tool in the cloud. Apart from deployment, we need port enablement on the network side and some service accounts which will be configured into the main appliance. We need to enable some ports at the network side to reach out to the remote collector and target devices. There is a plenty of prerequisites which the customer team also needs to fulfill during or after deployment and during execution of discovery as well.

“Automated discovery means that most customers do not know about their environment. They do not know what servers, network devices, or storage they have. We have customers provide us some subnet ranges, and we run those subnet ranges in Device42 and can schedule those. This performs automated discovery for those subnet ranges and tells everything that is behind those subnet ranges, including which servers are there, which are Linux, which are Windows, which network devices are there, and which storage devices are there. Automated discovery means it does everything automatically without any manual intervention for collecting data about how many Windows or Linux servers exist. Device42 does everything automatically. You only need to have the prerequisites fulfilled and have the subnet ranges from the network team, and then you are in good shape after running the discovery.

“There is no use if you cannot integrate the discovery solution with your IT infrastructure. Device42 has the capability to integrate with Remedy ITSM and ServiceNow ITSM. There are other integrations as well, as plenty of third-party ITSM tools are available where we can integrate Device42. This information is available on their website for all ITSM platforms that you can integrate with

Device42..”

Krishna Gopal Singh

Consultant at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

Device42 was not purchased through the Azure Marketplace. It was acquired through our organization via our partner Aizen, and I obtained the image from the Marketplace.

Hafidz Rusydi

Solutions Architect at KAF Group

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“We installed Device42 on a virtual server and deployed remote collectors. The initial setup was easy. We handled the deployment in-house. After the deployment, it ran by itself, but we had to install periodic upgrades. .”

Rodney K Wright II

Windows System Administrator II at a tech services company with 201-500 employees

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“The setup was a very strong plus. The automated agentless discovery part is really good. The setup is really quick. The learning curve is good for new people who are jumping onto the platform. So that is really a positive. We have always seen accurate inventory analysis across hybrid cloud environments..”

AbhishekGupta2

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Sr PreSales Cloud Architect at a outsourcing company with 10,001+ employees

“The initial setup for Device42 was straightforward because you have guides you can follow, plus the Device42 support team will go on weekly calls with you for the setup process. You can even go on biweekly calls with support if you need to.

Integrating Device42 with the company's system and getting started on it was easy, so I'm giving the initial setup a rating of nine. The total time it took from start to finish to have a fully functioning Device42, including the planning, was seven months..”

LeBarron Durant

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System Admin at a tech services company with 51-200 employees

“I have noticed measurable outcomes, such as an increase in customers. More enterprise businesses are looking to get Device42 for their asset management. They are moving away from Lansweeper and choosing Device42 instead. They are replacing other asset management solutions with Device42 because it has a broader scope and wider visibility into their environment. Device42 is easy and fast during onboarding, making the implementation efficient..”

Funmilola Olayiwola

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Cloud Presales Engineer at Activedge Technologies Ltd.

“Setting up Device42 wasn't complex, but you must complete some prerequisites to get it into production. The initial installation itself is straightforward. It's a server on an appliance. After that, you must set up and configure the solution and run auto-discovery. Finally, you need to build a robust script for REST API to push all the required data for Device42 through REST API.

Total deployment time, from testing to production, took about a month, and I mostly completed the job alone. Device42 is one server located in an environment, and you also need to deploy some remote collectors to gather information from other sites. Those collectors are not in the same environment but are deployed remotely to send Device42 the information.

After deployment, Device42 doesn't require much maintenance. For example, if disk usage is growing, we need to free up disk space. We also install upgrades every few months or so, but there isn't much real maintenance work..”

Lavi Buchnik

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Cloud automation developer at Clarivate Analytics

Customer Service and Support

My experience with Device42's customer support has been positive, particularly with Karl Wasberg and Wahi Nascisian, despite the challenges posed by time zone differences.

Hafidz Rusydi

Solutions Architect at KAF Group

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“I have only used customer support a handful of times, but they have always been responsive, pleasant, and solved my problems. I have no complaints there..”

EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.

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“Customer support for Device42 is effective. I receive responses to queries or issues related to the tool within 24 hours, and critical issues are also addressed quickly..”

Verified user

Cloud Architect at a tech vendor with 10,001+ employees

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“Support is good as of now since Device42 has been acquired by Freshworks. The management has changed, and Device42 is working on enhancing the tool in a better way so that it can be used at a bigger enterprise level and can integrate with most ITSM platforms. However, that progress is a bit slow..”

Krishna Gopal Singh

Consultant at a tech vendor with 10,001+ employees

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“After a few contacts and communications during setup for customers, they are able to handle it by themselves because it is easy to understand. It is not complex; it is straightforward. When it comes to resolving technical issues, the support team is responsive and always available to help..”

Funmilola Olayiwola

Cloud Presales Engineer at Activedge Technologies Ltd.

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“Customer support has been good. We have received timely support in case of any issues. Our internal teams have also leveraged the platform which is available for the customers and the partners to onboard them, have a bit of training on the tool and then ask any specific questions to either the TAM or the customer support team. So the overall experience has really been good..”

AbhishekGupta2

Sr PreSales Cloud Architect at a outsourcing company with 10,001+ employees

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Other Advice

Device42 is deployed in our organization on a private cloud, specifically under [Microsoft Azure](#), and it is not on-premises. I would rate this review a seven out of ten.

Hafidz Rusydi

Solutions Architect at KAF Group

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“My advice to others looking into using Device42 is to definitely take into account the flexibility of being able to use it as a CMDB source or data source with lifecycle management. I feel many people miss that aspect of it or do not use it for that, but it can be quite flexible in that direction. I would rate this product an eight out of ten..”

EricBlack

Lead Solutions Architect at Recovery Point Systems, Inc.

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“The advice I would give to others looking into using Device42 is that with Device42, we are able to feel the value of our money. Since we mainly use it for [DCIM](#) and network discovery, it does a great job. I would rate this solution an eight out of ten..”

Likod Andrew

Financial Specialist at Wells Fargo

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“My advice to others looking into using Device42 is that it is a great solution. All questions and answers when it comes to a CMDB tool, asset management tool, and the visibility you want for your company are provided by Device42. You can discover down to your MacBooks, IP phones, and printers, as everything can be found using Device42. You can also see their interdependencies and manage your licenses and every other aspect. I think Device42 should also expand its focus on working with West Africa, as there is significant opportunity in that region. Device42 should partner with companies to deliver the service and solution to customers in West Africa. I would rate this solution a 9 out of 10..”

Funmilola Olayiwola

Cloud Presales Engineer at Activedge Technologies Ltd.

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“Specific outcomes and metrics from those migration projects that I can share include that I identified very accurate details. I did not face any migration issues, and the migrations were quick and effective. Application testing post-migration was also completed very quickly because I had the pre-assessment and assessment details ready to use because of Device42. It was accurate and very effective.

On a scale of one to ten, I would rate Device42 an eight. I chose eight because I think overall everything is great about the tool and it really helps in assessing applications and migrating workloads to cloud. However, I still feel there is always room for improvement in everything.

My advice to others looking into using Device42 is to explore their options. It depends on the organization and how they want to utilize which tool. I had a great experience using Device42, so I would recommend people to give it a try for transformation projects. I would rate Device42 an eight out of ten..”

Verified user

Cloud Architect at a tech vendor with 10,001+ employees

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“I have nothing else to add about my main use case or how Device42 helped in this project.

“I do not have anything else to add about the features or any smaller details I found handy.

“My advice for others looking into using Device42 is to follow the steps in the documents, and if you encounter any obstacles, do not hesitate to contact customer service, as they are perfect, supportive, and reply quickly.

“An additional thought I have about Device42 is that if you could create a video, that would be perfect for me.

“I gave Device42 a rating of 9 out of 10..”

Verified user

Senior Consultant at a tech vendor with 10,001+ employees

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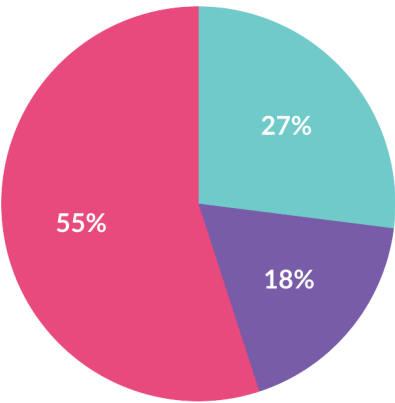
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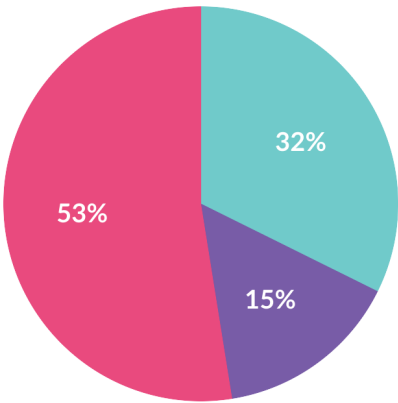


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