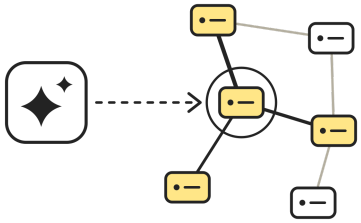
MUGATO

PRESS RELEASE

MUGATO NAMED IN GARTNER® INNOVATION INSIGHT: MAPPING REALITY FOR AGENTIC I&O



Copenhagen, Denmark — Nov 26, 2026

Mugato, the agentless IT discovery and service dependency mapping platform, has been named as an example vendor for discovery and service mapping in the Gartner® Innovation Insight: Mapping Reality for Agentic I&O. Earlier this year, Mugato was named a Sample Vendor in three different Gartner Hype Cycles™: the Gartner Hype Cycle for Infrastructure Platforms, 2026, the Gartner Hype Cycle for I&O Automation, 2026 and the Gartner Hype Cycle for Monitoring and Observability, 2026.

The research introduces Operations Terrain Intelligence (OTI), which Gartner defines as follows: “Operations Terrain Intelligence (OTI) is the term for systems that continuously build and maintain a current, machine-readable view of the IT operations environment, including what exists, how it is connected, what state it is in, and what has changed, so AI agents (and people) can make better operational decisions.”

According to Gartner, “Autonomous I&O AI agents transform data fragmentation from an operational inconvenience into an execution risk as machines cannot rely on tacit human knowledge to reconstruct environmental context.”

We believe this inclusion recognizes Mugato as part of what infrastructure and operations teams need to run AI agents effectively. Before an agent changes anything, it needs to know what runs, what depends on what and how that has changed over time. People fill gaps in that picture from experience. Agents act on what they're given.

Mugato gives teams and their agents that picture: the application services their business runs, what each one depends on and the full history of how it has run, collected without installing anything on the servers. Teams ask in plain language, and AI agents query the same facts through Mugato's MCP server.

> “AI agents in IT operations will only be as good as what they know about the IT they act on,” said Christian Stendevad, CEO of Mugato. “We believe being named in this research reflects what we hear from customers. Before they give an agent any authority, they want to know what it will touch. Mugato answers that from facts collected over time, for their people and their agents alike.”

Those facts come from how Mugato was built.

> “When we founded Mugato, the goal was an accurate picture of how IT actually runs, collected without installing anything on a single endpoint and kept over time,” said Michael Frandsen, CTO and Founder of Mugato. “AI agents make that picture more valuable. There's no LLM inside Mugato, every fact carries when it was first and last seen and access is read-only, so any agent that asks gets an answer it can check.”

About Mugato

Mugato shows enterprises how their IT actually runs, and how it has run over time. It observes servers, applications and the dependencies between them without installing software on a single endpoint, groups them automatically into the application services teams plan around and keeps the full history. IT, security and architecture teams can see what a change will touch before they make it. They ask in plain language or connect their own AI agents to the same observed meta-information, and Mugato keeps the CMDB and EA tools they already run current.

More than 200 enterprises, including global Fortune 500 companies, trust Mugato as their foundation for transformation, cost optimization and risk reduction. Headquartered in Copenhagen and founded by a 10x Microsoft MVP, Mugato is a fast-growing team with deep roots in enterprise IT consulting, large-scale infrastructure and academic research.

For more information, visit www.mugato.com.

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Gartner, Innovation Insight: Mapping Reality for Agentic I&O, Cameron Haight, 5 November 2026. Gartner, Hype Cycle for Infrastructure Platforms, 2026, Dennis Smith, 25 June 2026. Gartner, Hype Cycle for I&O Automation, 2026, Chris Saunderson, 8 July 2026. Gartner, Hype Cycle for Monitoring and Observability, 2026, Pankaj Prasad, Neil Young, 21 July 2026.

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