



BMC Remedy IT Service Management Suite

IT organizations that are achieving process efficiency, effectively managing costs, achieving compliance, and delivering superior service quality, understand the value of integrated IT service management. Replacing disjointed activities for incident, problem, change, configuration, and asset management with a unified service support strategy is the key to providing true business aligned services.

A Market Leader

Gartner recently positioned BMC in the Leaders Quadrant of their 2008 IT Service Desk Magic Quadrant.

Gartner Research, Inc., "Magic Quadrant for the IT Service Desk, 2008", D. Coyle and K. Brittain, November 2008

Forrester Research named BMC a leader in its Q2 2009 Forrester Wave for IT Asset Life-Cycle Management.

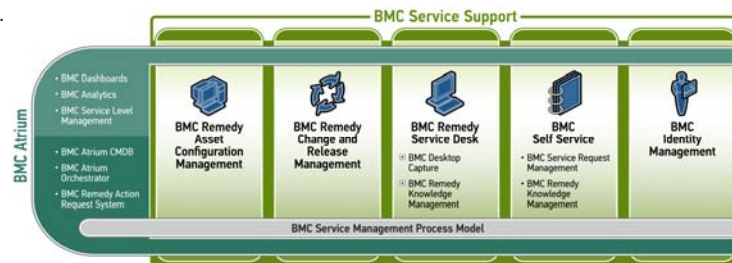
Forrester Research, Inc., "The Forrester Wave™: IT Asset Life-Cycle Management, Q2 2009", Evelyn Hubert, Peter O'Neill and Ben Echols, April 2009

Global Validation

Enterprises worldwide have made BMC Remedy IT Service Management (ITSM) the number one choice for enabling ITIL aligned service management processes for the IT department. This integrated suite of service management applications provides seamless, out-of-the box workflow automation within and across key ITIL processes resulting in rapid organizational adoption and process efficiency.

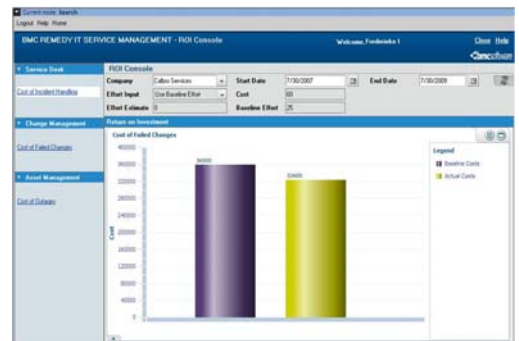
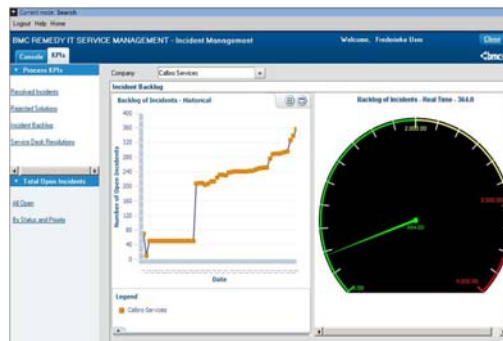
Industry Leading Applications

The BMC Remedy IT Service Management suite includes industry-leading applications for Asset and Configuration Management, Software License Management, Change and Release Management, Service Desk, and, Service Level Management. Optionally, BMC Remedy Service Request, Identity and Knowledge Management are fully integrated into the ITSM Suite of applications providing additional Self Service solutions that enable increased operational efficiency and improved customer service quality. ITSM applications share the included BMC Atrium Configuration Management Database (CMDB) to coordinate processes around a single view of how technology components support critical business services. All are powered by the BMC Remedy Action Request System (AR System), the industry's leading service process management platform.



BMC Remedy Service Desk

BMC Remedy Service Desk automates incident and problem management processes, enabling service desks to respond quickly and efficiently to conditions that disrupt business services. BMC's unmatched integration through a unified architecture for all IT services support functions provides direct visibility into business priorities through integration with a single Configuration Management Database (CMDB) and out-of-the-box workflow automation with other service support processes. These out-of-the-box workflows capture and track relationships from user self service requests to incident initiation, problem correlation, root cause investigation, known errors, and ultimately remediation via change requests. Not only can you improve your Service Support processes and practices, with the IT Service Management solution from BMC you can also monitor, measure, and report on key service performance indicators and business oriented metrics.



With BMC Remedy Service Desk, organizations have:

- » Achieved MTTR reductions as high as 30%
- » Achieved 75% reduction on time spent per incident
- » Improved incident matching rates from 15% to 76% speeding incident resolution time dramatically

Service Desk Differentiation

- » Benefit from unmatched integration through a unified architecture for all IT service support functions
- » Gain direct visibility into business priorities through integration with a single CMDB
- » Align to ITIL best practices quickly and cost-effectively with expert services, comprehensive training and out-of-the-box ITIL processes
- » Reach across business units, regions and languages with a single, unified solution

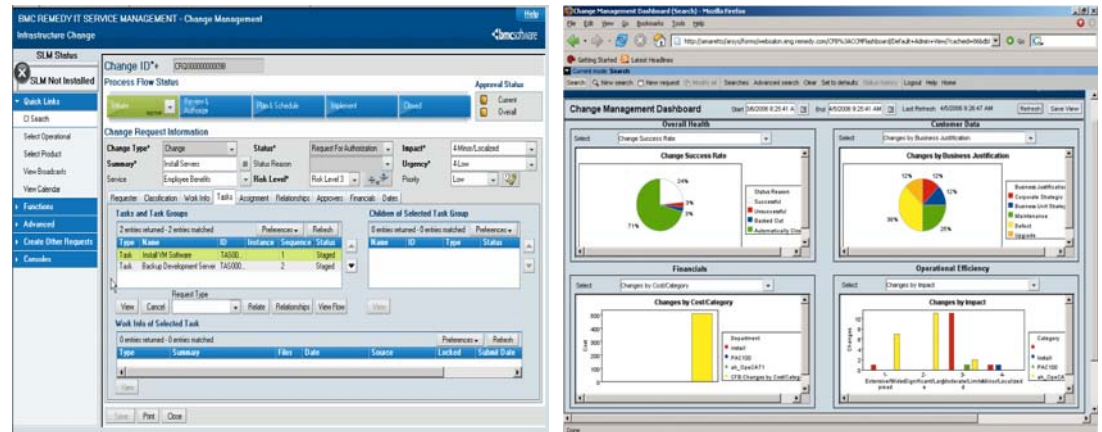
BMC Remedy Service Desk helps you:

- » Increase availability of business-critical systems by speeding incident and problem resolution
- » Reduce support call duration and volumes
- » Increase productivity for service desk agents, support staff, and users
- » Identify root causes to eliminate recurring incidents
- » Track performance against service level agreements to ensure that commitments are met
- » Establish and Monitor Service Support Key Performance Indicators, Return on Investment, & Critical Success Factors
- » Establish a common solution for heterogeneous global, regional, and local IT support organizations

BMC Remedy Change and Release Management

BMC Remedy Change and Release Management delivers comprehensive policy, process management, and planning capabilities that help you increase the speed and consistency in which you implement changes, while also minimizing business risk and disruption. It allows you to define and enforce standardized change and release processes that guide your organization through the entire lifecycle of a change request — from submission through planning, implementation, and finally, verification. It ensures that the appropriate steps are taken, the right business owners are consulted, and fail-safe procedures are put in place.

BMC Remedy Change and Release Management automatically tailor views to the user, enhancing usability and productivity. By defining unique, multistage approval processes, you can ensure that everyone affected by a change to the



environment is informed in advance and can make the necessary preparations to minimize risk. Escalations, audit trails and other automated features such as collision detection, change impact analysis, change dashboards and change calendars keep the change approval process moving forward and on track while minimizing the risk inherently associated with organizational change processes.

Release Management Process Drives Controlled Change

Release management drives and controls the change management process and helps you plan, schedule and control the movement of releases to test and production environments. You readily see which IT components or business services are impacted by the planned changes, and determine the availability of the required people to implement those changes. BMC Remedy Change and Release Management helps you:

- » Manage the entire closed-loop change and configuration process to better manage the risks associated with implementing changes
- » Enforce accepted change management processes on a global basis
- » Increase availability of business-critical systems
- » Speed the implementation of changes
- » Improve the prioritization of change requests to ensure support for critical business services
- » Reduce support call volumes by minimizing change-related disruptions> Manage change in both desktop and data center environments

With BMC Remedy Change and Release Management, organizations have:

- » Realized 55% reduction in cost per change
- » Unified company-wide change process managing 5,000 changes per month and 50,000 configuration items
- » Achieved 60% reduction in unplanned outage time impacting users resulting in \$11m savings

BMC Remedy Asset Configuration Management

BMC Remedy Asset Configuration Management helps you lower IT costs, manage compliance, and improve your return on capital with an operational approach to IT asset lifecycle, inventory, contract, and cost controls. By ensuring your IT asset

and ITIL operational processes are coordinating processes around the same CMDB data, you get better visibility and process control for how incidents, problems, changes, configurations, and SLAs affect your assets, and vice-versa.

Improve Key Change and Release Metrics

- » Reduce failed changes by 40% through controlled Release Management process
- » Improve standardization of release management process efficiencies by 35% by adhering to ITIL best practices
- » Lower change to incident ratio by 10% as a result of reducing of failed changes
- » Speed virtual server deployment from days to minutes by automating change approval process and automation of changes
- » Cut cost per change event as much as 55% using better planning, impact analyses and reduced testing time through release management

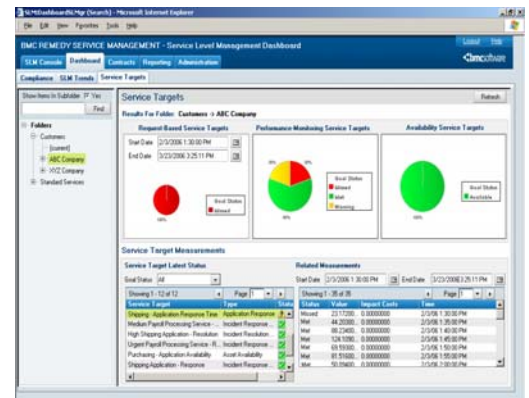
BMC Remedy Asset Configuration Management helps you reduce overspending on software license and compliance costs by incorporating software license management into both your IT Asset Management and operational processes. The included ITIL Definitive Software Library manages associations between your change requests, software license contracts, software descriptions, locations of authorized “golden master” software, and discovered production instances.

It maintains asset portfolio visibility and control throughout each IT asset's lifecycle — from requisition to retirement. What's more, its contract management controls automate linkages between assets and software license, leases, warranty, and support contracts to optimize entitlements and ensure compliance. Its financial management controls track total cost of ownership, charge-backs, and depreciation. BMC Remedy Asset Management helps you:

- » Align asset portfolios to business needs
- » Lower software license costs and compliance risk
- » Avoid over- and under-purchasing of hardware and software
- » Reduce leasing costs and penalties
- » Streamline interactions with change, incident, problem, and configuration management processes
- » Use IT asset management to realize more value, more quickly, from a CMDB implementation

BMC Service Level Management

BMC Service Level Management helps customers align crucial IT infrastructure and service support processes with the priorities of the business. BMC Service Level Management automates, monitors, and manages the entire range of service level agreement processes for commitments made between IT and the businesses or customers they support. In addition to monitoring service support metrics, such as incident resolution times, BMC Service Level Management collects data from infrastructure management data sources, including BMC Performance Manager, BMC Transaction Management, and SNMP. The result is a unified management of business service support and delivery performance against business targets. The application also tracks service level agreements (SLAs) against configuration items (CIs) contained in the BMC Atrium CMDB. BMC Service Level Management helps you:



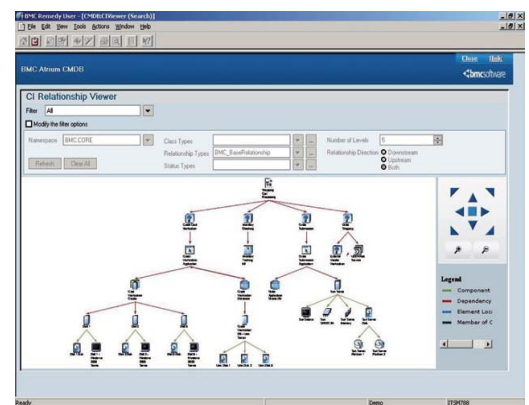
More Than Software

In addition to providing out-of-the-box automation of best practice processes, BMC also has a wealth of experience and resources to make your IT service management projects a success. Through our large ecosystem of BMC-ready systems integration and technology partners, as well as our own professional services and education programs, BMC can provide you with complete solutions. Whether you need ITIL training and certification, process or architectural design, implementation services, or complementary technologies, BMC has you covered.

- » Increase business satisfaction with service quality
- » Leverage IT investments for greater business value
- » Communicate better between IT and the business units, end users, and senior management
- » Demonstrate customer value, and if you choose, charge for service
- » Drive operational improvements by identifying and monitoring key metrics
- » Identify trends, address problems, and continue to meet service expectations

Maintain Your CMDB with BMC Discovery

BMC Discovery provides a scalable, repeatable solution for populating and dynamically maintaining accurate CMDB data about assets, configurations, application topologies, and even business users, so you can see assets' dependencies to each other and the services you provide to business users.



Manage Software Assets with BMC Configuration Management

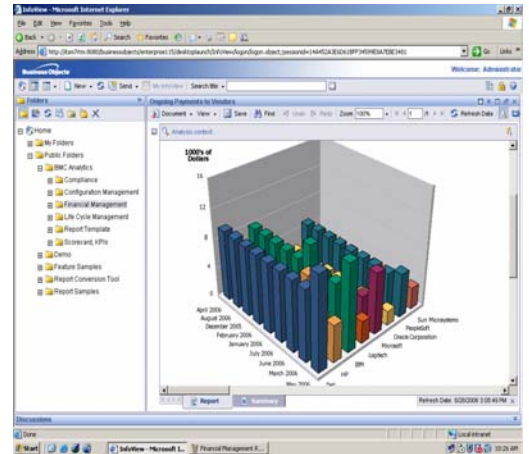
The addition of BMC Configuration Management provides policy-based automation for provisioning and maintaining the software configurations of your client and server assets. Together with BMC Remedy Change Management and the Definitive Software Library, BMC Configuration Management can automate enforcement of configuration and software license policies with a repeatable closed-loop process — from authorization to execution to verification.

Get the “Why” behind the “What” with BMC Analytics

Gain business insight into your IT service management with BMC Analytics. Using Business Objects XI technology, this solution provides out-of-the-box analytic reporting, so non-technical users without SQL skills can quickly slice and dice data to uncover trends and details affecting your service management operations.

Interactive, right-time access to key service support metrics with BMC Dashboards for BSM

BMC Dashboards enables the linking of critical IT process into a dashboard view that provides aggregated performance indicators within a single pane of glass. By providing a consolidated, graphical interface of best practice IT metrics for incident, problem, change, configuration, asset, service impact/performance, service level, and service request management, BMC Dashboards delivers highly interactive access to key metrics, thus enabling IT managers who require the right data at the right time to optimize decisions and improve the success of their IT support functions.



Architecture

BMC Remedy ITSM applications feature a multi-tenant architecture with role-based, row-level security, so a single enterprise IT service management team can use a single deployment to service multiple business units or customers. BMC Remedy IT Service Management applications are fully Section 508 compliant.



**BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC
SOFTWARE.**

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended June 30, 2009, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

All BMC Remedy ITSM applications are built on BMC Remedy AR System, an enterprise-proven service process management platform that enables fast deployment, extension, and adaptability to meet your unique and evolving business requirements. Through the BMC Remedy AR System graphical user interface, IT administrators can quickly extend out-of-the-box application functionality without programming. Moreover, it provides a single point of integration to third-party applications and tools through a fully open API, Web Services, the event-driven Enterprise Integration Engine, COM, OLE, and direct SQL access.

For More Information

To learn more on BMC Remedy IT Service Management, please visit <http://www.bmc.com/>