



RightStar Public Sector

Public sector organizations face many difficult business challenges. First, there is constant pressure to drive down IT costs and drive up IT efficiencies. Then there are technical business requirements due to the mission at hand, as well as various contractual processes that must be followed. Overcoming these challenges is RightStar’s focus in the public sector.

RightStar has extensive proven success at delivering high value solutions for public sector organizations. Many of RightStar’s ITSM implementations have been in the public sector, for federal, state, and local governments as well as K-12 and higher education groups. High quality work, completed on time and on budget, built our reputation as a top rated solution provider in the public sector. We strive with each contract to perform up to these standards.

RightStar offers a wide range of solutions, including:

ITSM IMPLEMENTATIONS Many large federal organizations have standardized on BMC Remedy and associated ITIL process applications such as Asset Management and Change Management. RightStar assists them with ITSM consulting services, application procurement, and implementation of the solution.

ITIL V3 TRAINING RightStar is an authorized ITIL V3 Foundation trainer and administers the certification exam. We can deliver ITIL executive overview sessions, come onsite to train and certify an entire team, and use interactive simulation exercises to bring ITIL concepts to life.

SERVICE ASSURANCE AND AUTOMATION RightStar’s service assurance and automation practice utilizes standards based, metrics driven consulting to enable IT organizations to get out of fire-fighting mode. Combined with leading BMC BladeLogic, ProactiveNet, and Atrium Orchestrator solutions, RightStar consultants deliver significant value by helping you proactively drive IT operations using key business indicators.

IT BUSINESS MANAGEMENT BMC IT Business Management is a set of integrated solutions that help IT executives manage the business aspects of IT. The suite provides transparency into an organization’s IT operations to help transform it into a finely tuned, efficient business unit. These solutions cover:

- Service Cost Management
- Demand and Resource Management
- Financial Planning and Budgeting
- Supplier Management
- IT Controls Management



ITSM ASSESSMENTS RightStar’s IT Service Management process assessments are focused on your specific business objectives and result in a strategic plan for improving IT processes, lowering operating costs, and increasing customer satisfaction. Depending on the customer requirements, RightStar offers process assessments of varying length and focus. All apply RightStar’s consulting experience and established industry good practices, including the ITIL framework, to provide specific recommendations for process improvements.



REMOTE ADMINISTRATION RightStar’s remote administration program is an annual subscription service that optimizes an organization’s use of BMC Remedy or BMC Service Desk Express. As a leading BMC Solution Partner, as well as an authorized BMC level 1 support provider, RightStar has the expertise and experience to manage your operations at maximum effectiveness.

Subscribers to the remote administration program receive priority access to a senior systems consultant, and will benefit from RightStar’s oversight at all levels of the IT department. Management will be able to implement best practices, improve the return on investment, and increase end-user satisfaction.

ENHANCE YOUR BMC IMPLEMENTATION WITH INDUSTRY LEADING ADD-ON INTEGRATED SOLUTIONS

As the industry leading ITSM solution vendor, BMC partners only with top software companies to develop technologies that work in conjunction with BMC products. These MarketZone partners benefit from access to the BMC development environment to create tightly integrated solutions. RightStar has invested in training on these solutions and developed strong relationships with strategic MarketZone partners including:

Solution	Solution Focus	MarketZone Partner
PKI Area Connector	<ul style="list-style-type: none"> Common Access Card interface to BMC Remedy 	RightStar
ADSync	<ul style="list-style-type: none"> Synchronization of Active Directory with BMC Remedy 	RightStar
Data Center Infrastructure Management	<ul style="list-style-type: none"> Data center planning and modeling Space, power, and cooling management 	nlyte
ITSM Mobility	<ul style="list-style-type: none"> Extending Remedy to wireless devices 	Aeroprise
Mobile Device Management	<ul style="list-style-type: none"> Automated management of mobile applications such as email on PDAs 	Zenprise
Remote Support	<ul style="list-style-type: none"> Unified remote control support for the enterprise 	Bomgar
Enterprise Identity Management	<ul style="list-style-type: none"> SDE Access security and auditability 	Hitachi ID Systems
Client Workplace Automation	<ul style="list-style-type: none"> Automatic provisioning Backup and recovery Desktop virtualization 	Matrix42
Windows 7 Migration	<ul style="list-style-type: none"> Assess software and hardware compatibility Identify application compatibility Apply fixes to incompatible applications 	Matrix42
Workflow Automation (CONTROL-M)	<ul style="list-style-type: none"> Batch scheduling for mainframes and servers 	BMC

RIGHTSTAR SYSTEMS

Headquarters in Vienna, Virginia

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.