



## BMC Service Desk Express Remedy Integration

Integrate or replace? That decision is not always an easy one due to the cost of additional software, support and implementation services. Instead, it may be more feasible and cost effective to integrate disparate systems together. And when replacement is the decision, it may be necessary to integrate during the transition period when both systems are running at the same time.

### THE RIGHTSTAR SOLUTION

RightStar, a BMC Software Solution and BMC Technology Alliance Partner, has developed an interface between BMC Service Desk Express (SDE) and BMC Remedy. Based upon the SDE Application Engine, and Remedy ARS platform, the interface copies and updates records from Remedy into the SDE database allowing comprehensive views of incident and asset management.

With the SDE-to-Remedy interface, help desk analysts can:

- Create an incident in Remedy that can be transferred to SDE for resolution, or vice versa
- Associate computers, monitors and other devices directly with the intended owner and location
- Transfer assets from one user to another
- Intelligently import new records and update existing records in the SDE database of configuration items

Flexible and user-customizable, the SDE to Remedy Interface maintains the use of existing logic and business rules in SDE ensuring correct data imports and exports.

#### RIGHTSTAR SYSTEMS

*Headquarters in Vienna, Virginia*

RightStar Systems is a technology consulting and services company that designs and implements customer support centers and service management systems for upper mid-market customers. We combine leading Web-based support solutions with focused process consulting and industry best practices to help companies dramatically improve customer and employee support.

### TECHNICAL APPROACH

The two-way conversion is accomplished with three types of text files: direct field, data mapping files and custom function files. Since the mapping and modifications are simple text files, they can be managed by an administrator with very basic knowledge of scripting. The client application uses these text files to generate an XML datagram which transmits to the server-side application for processing. After processing the request, the server application then returns a standardized, XML-based result that can include a specific data point, entire data structures, and debug/error information depending on configuration options. The server side of the application is simply an ASP page that is added to a standard SDE implementation which exposes the BMC SDE API as a Web service. Version supported include SDE 8 and higher and Remedy ARS 6.3 and higher.

### BENEFITS

With the ability to easily transfer incidents between SDE and Remedy, and pull reports detailing problem computers and devices, service desk managers can further leverage their existing investment in both SDE and Remedy service management solutions. Now when calls are placed and repairs made, that incident and asset data is immediately available on both systems which greatly assists in troubleshooting and potential replacement.

