



BMC Remedy IT Service Management Suite

Integrated Service Management for the Enterprise

A Market Leader

Gartner named BMC as the 2006 worldwide market share leader for the IT Service Desk and Help Desk segment, and positioned BMC in the Leaders Quadrant of their 2006 IT Service Desk Magic Quadrant¹.

Gartner Research, Inc., "Magic Quadrant for the IT Service Desk, 2006", D. Coyle and K. Brittain, May 2006

Gartner Research, Inc., "Market Share: IT Operations Management Software, Worldwide, 2005", R. Contu, June 2006

Forrester Research named BMC a leader in its 2006 Forrester Wave for Large Enterprise Service Desk Management Tools.

Forrester Research, Inc., "The Forrester Wave™: Service Desk Management Tools, Q1 2006", C. Gliedman, February 2006



This solution integrates with BMC® Atrium™ technologies.

The ever-growing complexity of distributed IT environments, coupled with increasing business dependence on technology, has raised the stakes for successful service management. Reactive, stand-alone help desks are no longer sufficient. To meet business demand for dependable technology-driven services, IT organizations need integrated service management processes that see technology components as interrelated parts of services IT provides to the business.

Integrated ITIL® Workflow Automation

Enterprises worldwide have made BMC® Remedy® IT Service Management (ITSM) the number one software choice for quickly establishing repeatable, efficient, and effective service management processes. This suite of applications provides seamless out-of-the-box workflow automation within and across proven IT Infrastructure Library (ITIL) best practice processes.

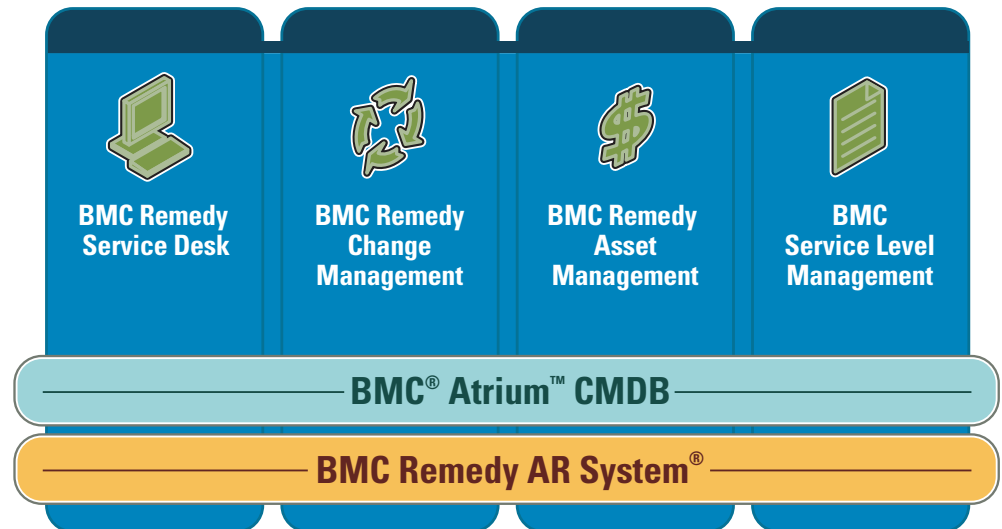
Only BMC Remedy IT Service Management unifies service desk, incident, problem, change, asset life-cycle, and service level management applications, as well as a configuration management database (CMDB), with a single data model, workflow platform, and user interface. This unified approach, particularly when enhanced with other BMC solutions for managing IT infrastructure, provides proactive and continuous

improvement of service availability, quality, and cost-effectiveness in complex enterprise environments.

Industry-Leading Applications

The BMC Remedy IT Service Management suite includes four industry-leading applications — BMC® Remedy® Service Desk, BMC® Remedy® Asset Management, BMC® Remedy® Change Management, and BMC® Service Level Management. The four applications share the included BMC® Atrium™ Configuration Management Database (CMDB) to coordinate processes around a single view of how technology components support business services. All are powered by the BMC® Remedy® Action Request System® (AR System®), the industry's leading service process management platform.

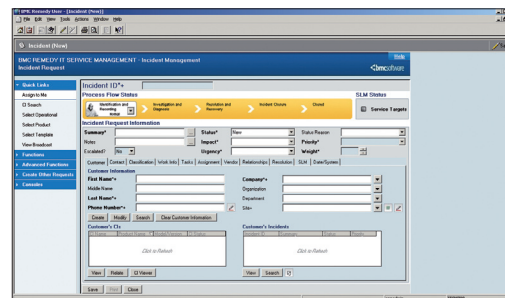
BMC® Remedy® IT Service Management



BMC Remedy Service Desk

BMC Remedy Service Desk automates incident and problem management processes, enabling IT to respond quickly and efficiently to conditions that disrupt critical services. BMC Remedy Service Desk acts as a single point of contact for user requests, user-submitted incidents, and infrastructure-generated incidents. Its deep, flexible, best-practice ITIL workflows expedite the restoration of normal service, help prevent future events from adversely impacting business services, and improve IT staff efficiency.

The out-of-the-box workflows delivered by BMC Remedy Service Desk capture and track relationships — from incident initiation to problem correlation, root cause investigation, known errors, and change requests. The addition of BMC® Remedy® Knowledge Management provides rich authoring, natural language search, and self-service to reduce incident volume and enable greater first-level support resolution. The BMC Atrium CMDB references which business services and users are affected, and helps diagnose root cause through visibility to infrastructure dependencies.



BMC® Remedy® Service Desk helps you:

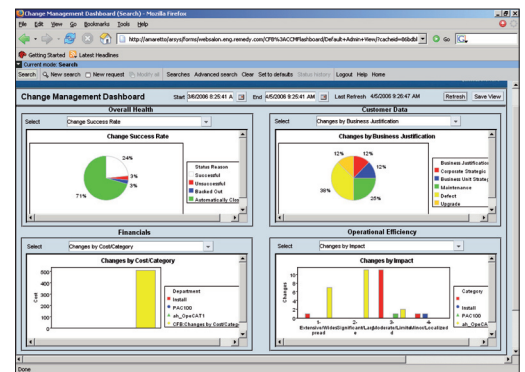
- > Increase availability of business-critical systems by speeding incident and problem resolution
- > Reduce support call duration and volumes
- > Increase productivity for service desk agents, support staff, and users
- > Identify root causes to eliminate recurring incidents
- > Track performance against service level agreements to ensure that commitments are met
- > Establish a common solution for heterogeneous global, regional, and local IT support organizations
- > Quickly route requests to the right support
- > Increase IT infrastructure availability

BMC Remedy Change Management

BMC Remedy Change 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 processes that walk 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 Management, with its two way integration with BMC® Configuration Management, seamlessly moves a Request for Change from planning to execution, and receives constant updates on the status of change implementation and verification. This ensures changes are implemented as designed, and maintains complete transparency into the change process for management or compliance reporting.

The addition of BMC® Remedy® Change Management Dashboards provides easy-to-interpret, graphical reports to change managers and IT executives so they can always maintain a consolidated picture of the health and status of their complete change process — from request to implementation and verification.



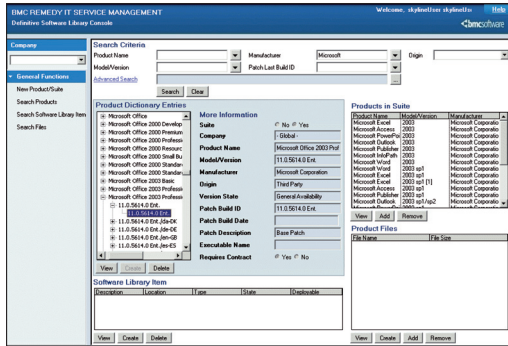
BMC® Remedy® Change Management helps you:

- > 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

BMC Remedy Asset Management

BMC Remedy Asset 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.

BMC Remedy Asset 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, chargebacks, and depreciation.



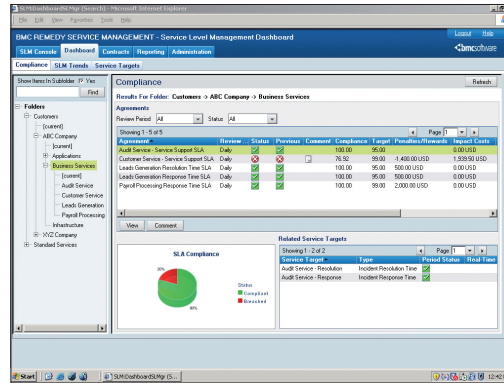
BMC® Remedy® Asset Management helps you:

- > 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:

- > 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

Shared Services

The BMC Remedy IT Service Management Suite includes several shared services for more effective service management, including the BMC Atrium CMDB and Definitive Software Library.

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.

BMC Atrium CMDB

The BMC Atrium CMDB provides a common view of how technology supports your business. This open, intelligent, highly scalable data repository is natively shared by BMC Remedy ITSM applications and other BMC solutions. It enables you to coordinate data and tasks within and across your service management processes using common reference points for assets, configurations, application topologies, and the business services and users that depend on them. For example, a system monitoring tool can open an incident related to a configuration item (CI) in the CMDB, thus allowing a service desk technicians to see information related to that CI, including which business service it serves, related assets and business users, previous configurations, recent changes, asset contracts, associated SLAs, and more.

Definitive Software Library (DSL)

The ITIL Definitive Software Library provides a unified view and management of your software applications. It automates associations between definitive software descriptions, discovered production instances, locations of authorized golden master software, and software license contracts. This enables more effective coordination of software deployments and configuration changes, software license management configurations, and resolution of software incidents and problems.

Closed-Loop Processes for Business Service Management (BSM)

BMC Remedy ITSM applications work out-of-the-box with other BMC solutions to automate sequences of tasks that enable more efficient management of IT from a business perspective:

- > Reduce business disruptions by addressing infrastructure-related incidents — autoprioritized by business impact and embedded with root cause data — before users call
- > Improve cost-efficiency, reliability, and performance by using closed-loop change processes for data center and desktop management — from authorization to execution to verification to compliance
- > See the resource capacities of server assets to understand their performance, as well as financial and contractual dispositions
- > Monitor and enforce business service level agreements that unify service and support metrics

Complementary Solutions

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.

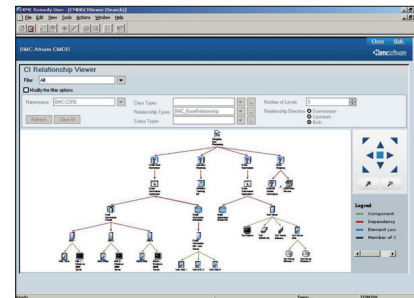
Get the *Why* behind the *What* with BMC® Analytics

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.

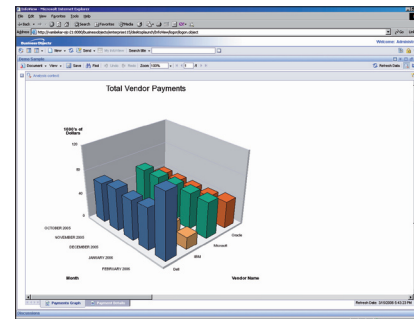
Architecture

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.

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.



The BMC Atrium CMDB CI Relationship Viewer



BMC Analytics for CMDB and Asset Management



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031.

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