



Seamless Technologies Event Integration for BMC ProactiveNet Performance Management

Seamless Technologies Event Integration for BMC ProactiveNet Performance Management enables multiple systems and application monitoring tools that generate high volumes of event data, to integrate events into a single Proactive Operations platform.

Key Benefits

- » Transform third party alerts into actionable events with BMC predictive analytics
- » Ensure optimum performance and handling of event volume with API based, and multithreaded technology
- » Deliver consolidated hardware monitoring for heterogeneous server platforms and operating systems
- » Provide operational transparency enabling better decision making, maintenance requests, and reduced MTTR
- » Supports bi-directional data flow and event synchronization

Business Challenge

In an increasingly competitive business environment it is critical that at any given point in time you know both where you want your business to go, as well as where you are now. Business counts on IT to deliver a high quality of service on key applications and technologies. If IT continues to deploy multiple management tools, with limited user interfaces and workflows, and with no ability to automate actions across these management products, then it does not have a comprehensive view of where the business is at any given point in time.

IT's inability to deliver high quality service is the direct result of implementing monitoring solutions that fail to provide a comprehensive visibility into end-to-end application performance. Being able to learn the behavior of all your applications and IT infrastructure, predict problems before they occur, automatically pinpoint root cause, and initiate resolution processes from a single interface is the key to optimizing application performance and availability. The challenge is to effectively consolidate application and infrastructure data from multiple management tools.

The BMC Solution

BMC ProactiveNet Performance Management gets IT out of fire-fighting mode by learning and baselining the behavior of your applications and IT infrastructure; predicting performance problems and suboptimal configurations before they occur; automatically pinpointing predictive root cause across technology silos; prioritizing events based upon their business impact, and initiating standard problem resolution processes.

Seamless Technologies Event Integration for BMC ProactiveNet Performance Management enables multiple systems and application monitoring tools that generate high volumes of event data to integrate events into a single Proactive Operations Platform. Our integration enables third party managed environments such as Microsoft System Center Operations Manager and HP Service Manager to be viewed, managed, and modeled by BMC ProactiveNet Performance Management allowing the customer to use one console for enterprise-wide event and service impact management.

Seamless Technologies Event Integration for BMC ProactiveNet Performance Management and Microsoft System Center Operations Manager

Through this integration, organizations are capable of forwarding Microsoft System Center Operations Manager (OpsMgr) events through to BMC ProactiveNet Performance Management enabling joint BMC Software and Microsoft customers to better manage and understand how Microsoft OpsMgr events affect the business. With this integration you can:

- » Simplify hardware monitoring in heterogeneous server and operating system environments
- » Guarantee delivery (not SNMP based) and translation of Microsoft OpsMgr alerts into interpretable BMC ProactiveNet Performance Management events
- » Filter alerts from Microsoft OpsMgr into BMC ProactiveNet Performance Management by connector subscription
- » Create customizable mappings between Microsoft Operations Manager alert fields and BMC ProactiveNet Performance event slots





Seamless Technologies integration for BMC ProactiveNet Performance Management can run on the Microsoft System Center Operations server or on its own server as long as there is network connectivity to the BMC ProactiveNet Performance Management cell and Microsoft OpsMgr Root Management Server.

- » System Requirements: Microsoft Windows 2000 SP1 OR Microsoft Windows XP SP2 or higher OR Microsoft Windows Server 2003 SP1 or higher OR Microsoft .NET Framework 2.0
- » Integrations: BMC ProactiveNet Performance Management, BMC Atrium CMDB, BMC BSM Dashboards, BMC Remedy IT Service Management Suite
- » Supported environments: Microsoft Windows, UNIX®

Seamless Technologies Event Integration for BMC ProactiveNet Performance Management and HP Service Manager

Through this integration, alerts from BMC ProactiveNet Performance Management are automatically generated as tickets in HP Service Manager enabling joint BMC Software and HP customers to better manage and understand how BMC ProactiveNet Performance Management events affect the business. The integration translates the alert into an interpretable HP Service Manager entry and then creates a ticket in the Service Manager database. With this integration you can:

- » Filter alerts in BMC ProactiveNet Performance Management, allowing only alerts of interest to be forwarded to HP Service Manager
- » Configure mappings between BMC ProactiveNet Performance Management and HP Service Manager Incident forms for selected fields
- » Automatically create and route rich help-desk tickets to the appropriate support person responsible for incident and problem resolution

Seamless Technologies Event Integration for BMC ProactiveNet Management and HP Service Manager connector uses the Web Services API to create the integration between the BMC and HP products. Customers can use HP Service Manager as the ticketing system to view and manage all of the necessary alerts being reported from BMC ProactiveNet Management.

- » System Requirements: Microsoft Windows XP Professional, Service Pack 2 or higher OR Microsoft Windows 2000 Server, Service Pack 3 or higher OR Microsoft Windows 2003 Server, Service Pack 1 or higher, BMC Impact Management 7x or higher, HP Service Management 7x or higher (Web service should be enabled)
- » Integrations: BMC ProactiveNet Performance Management, BMC Atrium CMDB, BMC BSM Dashboards, BMC Remedy IT Service Management Suite
- » Supported environments: Microsoft Windows, UNIX

Tie-In to BSM

Business Service Management (BSM) solution helps companies manage what is most critical through a better understanding of the relationship between a company's technology, which is its business, and its IT infrastructure. BSM can identify the best technology solution to support the business and make the most of current investments, while delivering faster and more comprehensive and consistent services, increasing revenue opportunities, lowering cost of ownership, and reducing the risk of unnecessary IT expenditures. Seamless Technologies' Event Integration for BMC ProactiveNet Performance Management enables HP managed environments and Microsoft management environments to become part of the customers BSM initiative.

To learn more on Seamless Technologies Event Integration for BMC ProactiveNet Management please visit www.bmc.com.

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