



Infrastructure Management

ENSURE ALL YOUR IT RESOURCES ARE UNDER CONTROL AND PERFORMING OPTIMALLY

Infrastructure Management with PATROL®
A Sliding Scale of Management to Fit Your *Every Need*

Monitoring and Managing Your IT Infrastructure

A company's IT infrastructure may be its primary asset in today's ever-changing e-business environment. Adequately monitoring and managing that asset is increasingly complex. Mismanaged, your company performance and profits could spiral – *down*.

Bridging the gap between IT management and business results, BMC Software technology gives you extensive control in the proactive management of your computing environment, decreasing the time to value and ensuring your peace of mind. BMC Software answers your needs with solutions from our PATROL® line of products to cover all your Infrastructure Monitoring and Management requirements. Our sliding scale of management matches our products precisely to the level of management needed in your environment. *As a result, you have the flexibility of choosing the right tool for the right job at the right time.*

UNDERSTANDING YOUR IT INFRASTRUCTURE

If you view your priorities from an internal perspective – such as how your staff is managing the IT environment – your initial focus should be to monitor and manage your IT infrastructure optimally.

Infrastructure Monitoring provides objective feedback. It's virtually impossible to *manage* your company infrastructure successfully without first *monitoring* it. Infrastructure monitoring collects and stores valuable information about the critical system and application components in your enterprise's operational environment. Infrastructure monitoring presents this information through feedback and reporting tools that provide a significant boost to the efficiency of your IT resources. So they can be used to better analyze and manage your services.

Infrastructure Management, the foundation vital for full enterprise systems management, enables you to efficiently and proactively control and execute your critical IT operations. These operations include the administration of platforms, databases, storage, networks, security and middleware technologies, which are the building blocks of your business enterprise. The technology stack that runs your enterprise changes constantly and at times is extremely hard to manage.

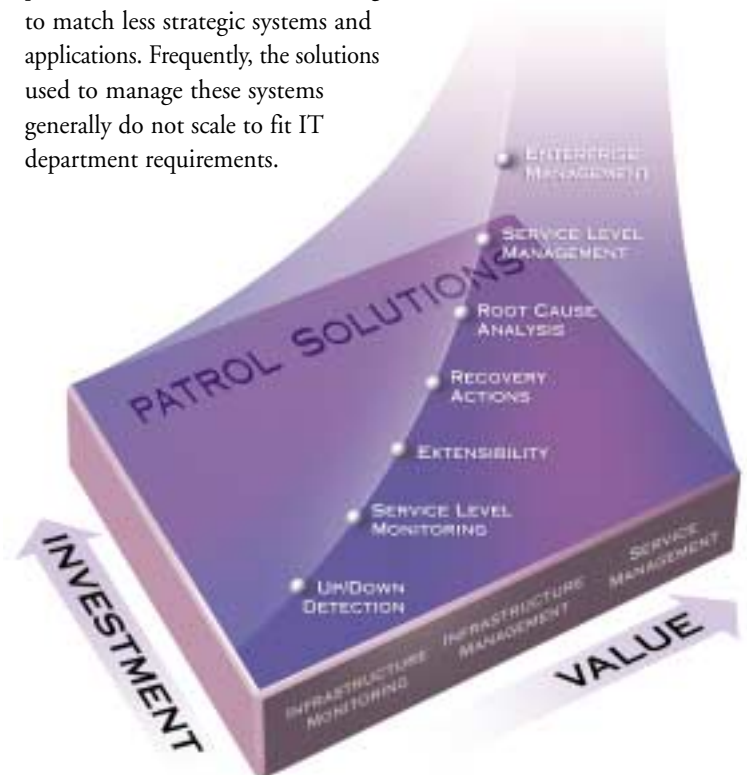
SLIDING SCALE OF MANAGEMENT

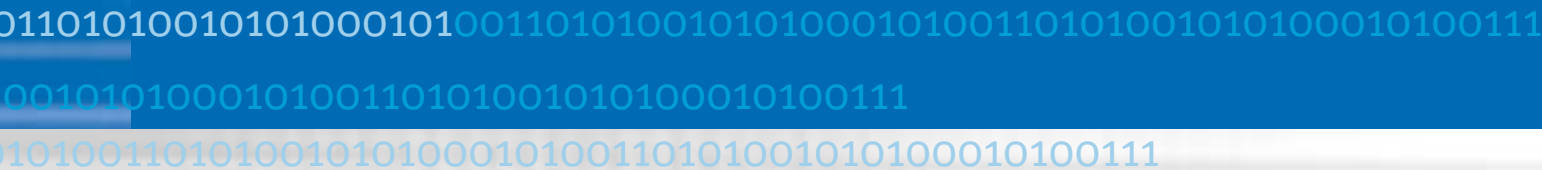
INFRASTRUCTURE MONITORING – IT organizations need a cost-effective solution for quickly delivering entry-level availability and performance monitoring. Infrastructure monitoring ensures delivery of consistent, reliable service across servers, software applications and network devices across the enterprise.

BUSINESS CHALLENGES

As your company grows and evolves with the fluctuating business climate, it will no doubt encounter the challenges of monitoring, managing and maintaining an increasingly complex, ever-changing IT infrastructure.

IT professionals are faced with an ongoing dilemma; they are responsible for managing the entire enterprise, but not all systems require the same level of management. Typically, IT departments are responsible for managing applications that range in needs from lightweight monitoring to proactive management. Problems arise when the tools are either too lightweight to manage the mission-critical systems or a product's cost/benefit ratio is too high to match less strategic systems and applications. Frequently, the solutions used to manage these systems generally do not scale to fit IT department requirements.





PATROL Solutions

BMC Software brings the benefits of our PATROL solutions to the table to address the needs for monitoring small-scale less strategic systems or system elements, SLA performance monitoring, and large-scale full-service enterprise management.

The industry-leading service management solution in the market today, PATROL proactively detects, manages and reports potential problems before they affect customers and end users. With this solution, IT organizations and end users realize significant productivity gains. PATROL ensures that mission-critical business systems are available and performing optimally 24/7, while less strategic business systems are meeting the quality of service expected.

LIGHTWEIGHT MONITORING

For less strategic applications, a lightweight cost-effective solution is needed. PATROL Express™ by BMC Software is an industry-leading, performance and availability monitoring solution that IT organizations can quickly, cost-effectively and seamlessly integrate with their infrastructure to provide monitoring, notification and reporting across their business clients' individual server, database, network and application infrastructures. Self-provisioning, ease of use and out-of-the-box capabilities make PATROL Express an easy solution to implement and a low-cost one to operate. The result is quick time to value at a competitive cost.

The PATROL Express solution enables IT organizations to remotely monitor availability of their network, database, servers and application infrastructure, whether it be a remote office branch, a file and print server, or a less strategic application running in-house. It enables IT organizations to improve service to their customers while driving down operating costs, thus becoming a more strategic organization within the enterprise.

POWERFUL SYSTEM MANAGEMENT AND MONITORING

While IT professionals are responsible for managing the entire enterprise, not all systems require the same level of management. Typically, IT departments are responsible for managing both mission-critical and less strategic applications. For mission-critical applications, powerful system management tools from PATROL are the ideal solution.

With the advanced management capabilities of PATROL, IT organizations can easily manage the many infrastructure components involved in supporting business applications that span both mainframe and distributed environments. Our solutions help identify problems before they affect critical business systems – leading to increased end-user satisfaction, higher adoption rates and decreased support calls.

Infrastructure Management solutions via the PATROL product line automate the management of your infrastructure with extensive control. From a single consolidated view, you can monitor your enterprise, manage your resources, optimize your infrastructure and predict the impact of change on all of your technologies. The end result is that your technologies provide improved service to your business at a lower cost to you.

Given the different management requirements for servers and components in an enterprise, IT professionals need to have flexibility in the type and extent of monitoring and management of their business systems. Essentially, IT organizations must be able to purchase the required level of monitoring and management for each type of business system in their enterprise so all their needs across the entire enterprise are matched precisely.

INFRASTRUCTURE MANAGEMENT – All infrastructure components of an IT business model must be built on a solid platform and be connected by a reliable network. The vitality of an IT organization depends on knowing that a problem exists before it impacts critical business applications. Accurate infrastructure management ensures that all components required to deliver quality service to users are under control and performing at optimal levels. Through the proactive and centralized management of your infrastructure components, you are able to reduce costs, increase productivity, and maximize your existing infrastructure.

SERVICE MANAGEMENT – The success of an IT organization is measured by cost effectively delivering optimal levels of service while simultaneously keeping pace with complex and changing environments. When service degradation exists or outages occur, customer and revenue streams are impacted, and this becomes extremely expensive to the company. By proactively managing your entire enterprise, you increase service levels and improve your IT decisions, productivity and management of resources.

Technical Challenges

QUICK ASSESSMENT

Do you know the answers to your organization's Infrastructure Management needs?

- Do you find out about outages or performance problems from your customers or users?
- How quickly can your IT group:
 - Locate performance bottlenecks and unavailable infrastructure components?
 - Assess where/when/why poor interaction between applications, tools, and platforms causes duplication of staff work effort?
 - Predict system capabilities for future growth?
 - Plan future IT infrastructure investments?
- How will downtime affect your department's credibility – or your company's reputation?
- What costs are incurred if employees fail to use a new online application because of its poor performance?
- Do you suffer downtime of your mission-critical applications as a result of simple server problems?
- How much does a minute of unavailability or poor performance cost?
- Can you detect breaches in security and receive notification when they occur?
- Can you estimate the percentage of time IT teams spend finding the source of problems rather than focusing on new strategic projects? How much money does this represent for your company?
- Does your IT group know the average and maximum response times experienced on your Web site by end users?

BMC HELPS YOU SOLVE YOUR CHALLENGES BY PUTTING YOU IN CONTROL OF YOUR BUSINESS AND ENABLING YOUR PEOPLE TO WORK SMARTER, QUICKER AND MORE EFFECTIVELY. OUR SOLUTIONS HELP YOU IMPROVE YOUR SERVICE, REDUCE COSTS, AND ADD VALUE TO YOUR BUSINESS. AND OUR CUSTOMERS KNOW IT!

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The Added Value

While implementing a new set of solutions puts demands on time, involves a learning curve and may be costly to implement, BMC Software's PATROL solutions allow you to scale easily, from the PATROL Express product for infrastructure monitoring to a distributed configuration of the more comprehensive PATROL solutions for proactive management. When combined, the light-weight and advanced solutions of PATROL work together to deliver consistent, reliable service management, for the entire enterprise.

PATROL monitoring and management solutions:

- **Reduce costs** – Minimize upgrades and optimize spending through dynamic workload balancing and server consolidation
- **Save time, increase efficiency and availability** – Eliminate IT slowdowns and maximize service performance while increasing customer satisfaction
- **Simplify enterprise management** – Give administrators consistent, centralized management of all network, application, and server infrastructure - mainframe and distributed - from one consolidated view
- **Manage service levels proactively** – Incorporate service-level measurement and reporting to detect and resolve problems before they affect the end user
- **Avoid service degradation** – View your infrastructure's entire topology, the performance of your information system and data flows within it to minimize downtime and improve productivity
- **Improve performance and customer service** – Trend past performance, view current performance and use statistical analysis to predict future performance
- **Help plan ahead** – Perform efficient capacity planning by anticipating the need for additional devices, bandwidth and memory
- **Enable globalized management** – Identify performance issues through Web-based reports that can be transmitted via email or viewed through a Web browser
- **Enable online report viewing and delivery** – Reduce the reliance on paper, the need to reprint reports and the associated printing and mailing costs
- **Install, deploy, and administer through a common method** – Leverage industry standard technologies

INFRASTRUCTURE MANAGEMENT (IM), VIA BMC SOFTWARE'S PATROL PRODUCT LINE, ENSURES THAT ALL IT RESOURCES ARE UNDER CONTROL AND PERFORMING AT OPTIMAL LEVELS, BY PROACTIVELY MANAGING AND AUTOMATING PROCESSES THROUGH A SINGLE CONSOLIDATED VIEW OF THE ENTERPRISE.

“ The biggest benefit we see from using PATROL is that we are able to provide proactive versus reactive management. The automation and notification provides us with a way to rapidly respond to possible problems before they affect the system. PATROL allows us the ability to see into the future which is invaluable. ”

-National Rural Telecommunications Cooperative

Solutions To Match Your Infrastructure Management Needs

Through the proactive and centralized management of your infrastructure components we can help you *increase productivity, reduce costs, and maximize your existing infrastructure.*

Whether your infrastructure requires the monitoring ease of PATROL Express or will benefit from the more comprehensive PATROL solutions' enterprise management capabilities, your return on investment will include:

- **Escalated time-to-value**
- **Simplified complexity of IT environment**
- **Optimal availability of all IT resources**
- **Minimized costs and improved ROI**
- **Flexibility to fit your management requirements**

“ We believe it is critical to the success of Amazon to keep our Web site healthy and that BMC Software is the best solution to manage this task. Using PATROL, we can more effectively monitor for issues that may arise in our IT environment, which allows Amazon to be more operationally efficient. If we can more quickly determine what the problem is then we can spend more time being proactive, which ultimately leads to cost and time savings for the company. ”

- Amazon.com

LIGHTWEIGHT MONITORING

PATROL EXPRESS

The ideal solution for ensuring that your less strategic or remote business systems are up and running. Easy to implement and inexpensive to operate. Use it as a standalone solution or in combination with your existing or planned PATROL products.

- Lightweight, entry-level remote monitoring of networks, servers and applications
- Basic reporting and notification
- Low level of expertise required
- Easy to upgrade to Advanced PATROL solutions to expand IT functionality and service

COMPREHENSIVE MANAGEMENT

ADVANCED PATROL SOLUTIONS

A variety of Advanced PATROL Solutions are available to address your IM needs. All products work to ensure the critical business systems that span your distributed environment are available and performing optimally at all times.

- Full management of critical business systems
- Ability to automate corrective actions in the event of a failure
- Proactive mode around early detection, notification, and correction
- Flexibility to manage environment-specific components and systems

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Building Blocks to Success

Optimizing your infrastructure provides a significant boost to the efficiency of your IT resources, so they can be used to better analyze and manage your services. Monitoring and managing your IT infrastructure is the first step to achieving your enterprise's service-level goals. If you view your priorities from an external perspective – such as how your customers perceive your services – your focus should be to optimize first Infrastructure Management and then Service Management. Following these steps brings you in total control of your environment.

Improving support of your enterprise's service-level agreements requires more than an internal understanding of your IT infrastructure's individual components and how well they come together. It requires an evaluation from your customers' perspective. BMC Software helps you determine the performance capabilities of your system and personnel. It also provides a roadmap that shows you, step by step, the most cost-effective route to enhancing the value of your IT services to both your enterprise and your customers.

We've already helped hundreds of companies improve their service-level performance. We can do the same for you – significantly streamlining your infrastructure's operations, minimizing system management problems and reducing costly downtime. All of which allows you to focus more of your

enterprise's resources on supporting your customers.

BMC Software's PATROL Service Management solutions let you ensure real-time availability and quality end-user performance experiences that match your service level agreements. You can deliver service dependability to your end users by quickly determining the source of real or potential problems as they relate to critical service availability, correlating performance problems to end-user response time measurements, and proactively managing IT events through automation or human response. With superior integration and service-based business views of your enterprise, PATROL Service Management solutions let you manage more IT with less staff and focus the right people on the right IT resources at the right time.





ABOUT BMC SOFTWARE

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions. The company focuses on Assuring Business Availability[®] for its customers by helping them proactively improve service, reduce costs and increase value to their business. BMC Software solutions span enterprise systems, applications and databases. Founded in 1980, BMC Software has offices worldwide and is a member of the S&P 500, with fiscal year 2002 revenues approximately \$1.3 billion. Visit www.bmc.com to learn more.