

BMC Service Desk Express Integrations for Microsoft SMS and MOM

Activate Microsoft SMS/MOM with unprecedented integration capabilities

KEY BENEFITS

- > Gives complete control to the service desk over issues related to other systems
- > Reduces volume of user requests by acting as a channel between MOM and the service desk for proactive identification and resolution of potential problems
- > Ensures effective resolution of incidents by providing detailed information gathered from Microsoft SMS
- > Ensures superior change management through a greater understanding of potential impact by having detailed information from Microsoft SMS
- > Reduces end-user downtime

BMC Service Desk Express Integrations for Microsoft SMS and MOM provide out-of-the-box integration capabilities that lead to proactive problem management and superior change management — and give your service desk enhanced visibility into your organization’s infrastructure.

Mid-market companies that use Microsoft Systems Management Server (SMS) and/or Microsoft Operations Manager (MOM) to manage their servers and desktops want to get complete control of information coming from these two sources. What’s more, they understand that the service desk — being the single point of contact for all user and infrastructure-generated requests — should have visibility into the environment and the ability to utilize information stored in SMS/MOM.

Available as optional modules with BMC Service Desk Express Suite, BMC Service Desk Express Integration for Microsoft SMS and BMC Service Desk Express Integration for Microsoft MOM provide seamless integration between Microsoft SMS/MOM and the service desk.

BMC SERVICE DESK EXPRESS INTEGRATION FOR MICROSOFT SMS

This ODBC-based integration transfers preconfigured data from Microsoft SMS into the configuration database in BMC Service Desk Express Suite, requiring minimal setup by the user.

- > Pre-built packages include all necessary data mappings, as well as source and target information (see Figure 1)
- > Administrators supply relevant connection details for Microsoft SMS.
- > Schedule-defined packages run to pull and import data into the service desk.
- > Application-level integration launches Microsoft SMS directly from within service desk

Integration with Microsoft SMS provides the service desk with enhanced visibility into the components within the organization’s infrastructure. This increases the accuracy of problem management, as well as provides for more detailed and complete change management through a greater understanding of potential risk and impact.

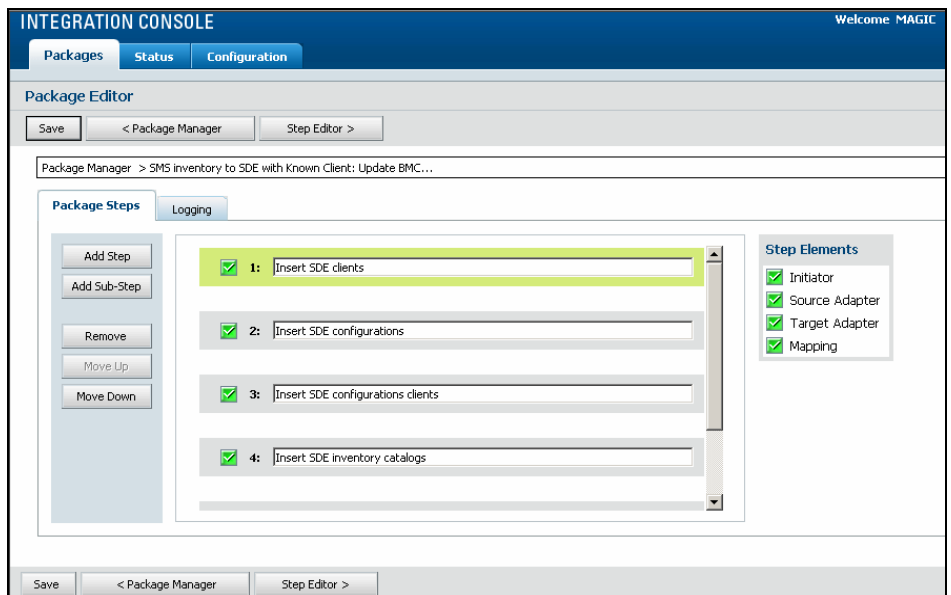


Figure 1: Out-of-the-box package for uploading data for “known clients” from SMS to BMC Service Desk Express Suite

