Applications Managed Service for Federal Agencies

Maximize operational efficiency for your BMC solutions

bmc

BUSINESS CHALLENGE

BMC's platforms and applications play a critical role in managing the availability of systems and services vital to your agency's mission, reputation, and stability. Often our solutions require specialized skills to ensure they meet agency demands by remaining available 24x7. Federal agencies are increasingly recognizing the complexity of their IT management applications and are looking to solution vendors to manage the full lifecycle of their products and solutions (i.e., design, configure, deploy, and manage after go-live).

BMC APPROACH

Applications Managed Service (AMS) for Federal Agencies is a standardized offering that provides application administration and support for your specific configurations and integrations, as well as the day-to-day operational management for your BMC solutions. A BMC service delivery manager leads a team of BMC application administrators and operations specialists whose goal is to provide you with a stable and reliable solution. This allows you to free up skilled resources and focus on innovation, delivering your strategic IT projects and achieving your mission objectives. **We help you optimize your investment in BMC by reducing the total cost of ownership (TCO) and delivering a sustainable service that is flexible and adaptable to your changing agency needs**.

Partnered with **Transcendence IT**

OFFERING DETAILS

Structured Service Transition: BMC will set up AMS using a structured transition phase, which can take from two to six weeks, depending on the scope and complexity of your environments. This phase includes a transition of your product support processes to the AMS team, a full system knowledge transfer to the AMS team, a current application state/system health check, and a service readiness review and activation planning session.

Dedicated Service Team: BMC will provide a dedicated service delivery manager and operations lead, who will coordinate the operations team to deliver the service within agreed SLAs and levels of quality. We will integrate into your extended support ecosystem and work with you to develop a strategic partnership to deliver real business value. All BMC staff have U.S. citizenship and security clearance.

Application Administration: BMC provides comprehensive administration for your development, user acceptance testing (UAT), and production environments. We keep the environments in sync, with all in-scope configuration modifications, bug fixes, patches, and minor enhancements implemented and tested in the development environment before promotion.

Service Management: BMC will manage service-related incidents and issues within agreed response and workaround SLAs, and fulfill requests and changes based on the customer's standard processes. An optional on-call service is available to provide assistance for Severity 1 issues outside of contracted business hours coverage, which can be chosen from 8x5, 12x5, 16x5, 24x5, or 24x7, depending on your requirements and criticality of the solution.

Veteran-Focused Staffing Model: As part of our commitment to U.S. veterans, BMC has partnered with Transcendence IT—a V.A.-certified, service-disabled, veteran-owned business—who will recruit veterans for AMS Federal. Transcendence IT has more than 40 years of experience in IT professional services and staffing, with a primary focus on BMC products.

ℹ FOR MORE INFORMATION

To learn more about Applications Managed Service for Federal Agencies, visit **bmc.com/it-services/managed-services**.

- Trending reports
- Health Checks
- Integration Checks
- Performance Dashboards

- Request Management
- Knowledge Management
- Task Optimization / Automation
- Minor Enhancements / App Changes

| Dedicated Service Delivery Manager |
| Service Governance & Performance Management |
| Service SLA Management |
| Operational Reporting |
| Service Management |
| Application Administration |
| Application Operations |

- Incident Management
- Change / Release Management
- Problem Management
- Configuration Management

- Log Checks
- Integration Checks
- Service & Process Health Checks
- Patching, Hotfixes

Delivery Model
Support Coverage to Suit 8x5, 12x5, 16x5, 24x5, 24x7

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

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