



Service Essentials for Service Assurance

BMC solutions for Service Assurance provide the technology components you need to achieve a range of IT service and business objectives. But you know that to capitalize on the promise of this technology your people must embrace the technology and effectively apply these newly acquired capabilities to address your operational challenges. Furthermore, your staff's availability and ability to rapidly implement the solution impacts your time-to-value.

Key Integrations

Provides an initial reference implementation for the following BMC solutions:

- » BMC Performance Management
- » BMC Transaction Management
- » BMC Application and Performance Analytics
- » BMC Event Management
- » BMC Event and Impact Management

Key Benefits

- » Reduced project and program risks
- » More predictable results – ones that map to business and technical objectives and governance
- » Faster, greater and more sustainable business benefit
- » Lower total cost of ownership
- » Faster problem resolution
- » Better system performance & availability
- » Improved levels of user adoption

Business Challenge

IT organizations increasingly are expected to improve their service levels while driving down costs. Budget limitations should be an imperative to implement solutions even more effectively, not an excuse for mediocre project execution. Even a seasoned IT staff needs a jumpstarted basic reference implementation upon which to build its own momentum. Benefiting from up-front expert guidance to avoid the pitfalls that often befall new projects in their infancy can significantly reduce your risk and shorten your time-to-value.

The BMC Solution

BMC Service Essentials provides our customers with a head start by performing our established baseline implementation, as defined in our Blueprint Methodology, and by encouraging your staff to learn from our experts while working side-by-side.

By starting with a solid foundation and having ready access to answers during this critical new product adoption period customers can reduce their risk of missed expectations and opportunities, which facilitates acceptance and improves employee morale. Moreover, a BMC Service Essentials project ensures your implementation starts with better focus, clearer understanding, and well defined objectives which lead to a faster completion.

Features

BMC Service Essentials are available for targeted initial solution implementations and for rapid solution upgrades.

Service Essentials for Initial Implementations

BMC Service Essentials are specifically designed to address these challenges by providing:

An introductory workshop that familiarizes your staff with solution capabilities and provides strategies, techniques, and best practices oriented towards showing you how to achieve maximum leverage

- » A pre-defined limited scope pilot implementation of the software package's core components that follows the guidance provided in our Blueprint Methodology
- » A pre-defined configuration and/or integration as outlined in the detail provided for each specific offering
- » Skills transfer to provide your staff with access to an expert to help facilitate their transition through the inevitable early product assimilation questions and concerns
- » Development and presentation of a documented "next steps" plan complete with justification guidelines tailored to your specific requirements and capabilities

BMC Global Services offers the following Service Essentials to get you going quickly and confidently:

- » BMC Performance Management Service Essentials
- » BMC Transaction Management Service Essentials
- » BMC Application Performance and Analytics Service Essentials
- » BMC Event Management Service Essentials

Unique Differentiators

Customers engaging BMC Global Services benefit from our distinctive characteristics:

- » Exclusive Business Service Management (BSM) Focus
- » Breadth of solution coverage
- » Depth of functional integration between related BSM Solutions
- » Accelerated business benefit realization
- » Single source of accountability
- » We are the recognized leader in Service Assurance Platforms and maximizing their role in the realization of a BSM strategy
- » Seamless interface with product development and support
- » Best-in-class certified services partner program
- » Best practices project methodology, tools, governance and project management

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended Dec. 31, 2008, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

- » BMC Event and Impact Management Service Essentials
- » BMC Migration Analysis and Planning Service Essentials

Service Essentials for Solution Upgrades

Similarly, BMC also offers Upgrade Services specifically designed to help you upgrade your BMC technology by providing: an introductory workshop of the new features, migration consultation, a pre-defined limited scope upgrade and configuration implementation of the package's core components, skills transfer, and presentation of a documented "next steps" plan complete with justification guidelines.

The following Upgrade Services are available from BMC to help you take expeditious advantage of new product capabilities:

- » BMC Performance Management Upgrade Service
- » BMC Transaction Management Upgrade Service
- » BMC Application Performance and Analytics Upgrade Service
- » BMC Event Management Upgrade Service
- » BMC Event and Impact Management Upgrade Service

In short, BMC Service Essentials and Upgrade Services will get you up and running in a minimum amount of time and dramatically boost the confidence of your staff in their ability to accomplish the objectives defined in your project and your confidence in their ability to be successful in accordance with your governance.

Alignment with Best Practices

All work conducted will follow the BMC Blueprint Methodology for the relevant products. And all BMC field personnel are ITIL best practice certified. Adherence to a common vision of how our solution integrates with and supports best practice workflows is BMC Global Services' commitment to quality.

Tie-in to BSM

Business Service Management requires the coordination between IT disciplines sharing common accurate sources of information supporting integrated workflow processes and procedures. BSM is our vision; one that can most directly be realized by following our integrated methodologies that provide effective integration of people, process, and product. The BMC Blueprint Methodology that is followed in this offering provides our recommended implementation of products in support of a BSM initiative.

Part of a Comprehensive Solution

Component Solution Essentials are part of BMC Service Assurance, a discipline that when fully mature in your organization will deliver sustainable availability and performance optimization for IT operations. With BMC Service Assurance, you gain adaptive, automated, and predictive technology across your entire enterprise, reducing business risk and service disruption, allowing you to deliver on your business goals with confidence. With BMC products, services and education you get to the heart of your IT problems more quickly — with less effort and lower costs.

Getting Started

Service Essentials family of offerings is designed to provide a means to get started with a sound product implementation as a starting place on your journey to BSM proficiency and value. If you feel that you require additional assistance, more than just the essentials, we have offerings designed to provide the right level of assistance regardless of where you are on this journey or how far you intend to go.

For More Information

For more information on Service Essentials for Service Assurance, BMC's comprehensive Service Assurance initiatives, or Business Services Management (BSM) programs, please visit www.bmc.com or contact your BMC account manager.