



# BMC FootPrints Remote Manager

Respond as quickly and effectively in the virtual workplace as you do in corporate headquarters. Meet different customers' needs, while providing a differentiated quality of service and reducing capital and operational costs.

## Key Benefits

- » Control any device, remotely — anywhere, anytime
- » Overcome remote management issues, including traversing firewalls, without a VPN requirement
- » Remove barriers associated with physical constraints of hardware
- » Ensure that users quickly recoup their IT investment costs with rapid implementation of remote management services
- » Achieve faster time to market with decreased system downtime and rapid request-driven provisioning
- » Collaborate to solve issues with team viewing

## Business Challenge

Regardless of your office location, you likely have employees, departments, or service centers spread across the globe. Advancements in technology and communications have spurred adoption of virtual workspaces and encouraged more employees to work remotely. However, supporting a geographically dispersed workforce comes with a unique set of challenges for the IT service desk.

Everyday tasks, such as updating software, deploying security patches, or even desktop troubleshooting, must be able to be handled virtually, as well as locally, with confidence and security. In fact, IT managers agree that desktop management, including problem identification and control over assets (no matter where those assets are located), remains an important IT department responsibility and often results in a better return on investment. Remotely accessing desktops is a cost-effective way to quickly troubleshoot and resolve issues and increase user productivity.

## The BMC Solution

BMC FootPrints Remote Manager provides IT managers with the means to manage assets and provide consistent desktop support. IT managers can respond as quickly and effectively in the virtual workplace as they do in the corporate headquarters. As a result, they can meet different customers' needs, while providing a differentiated quality of service and reducing capital and operating costs.

## Manage Desktops Anytime, Anywhere

Consider your remote employees or field sales representatives. With computers and assets located in various geographical regions, physically travelling from PC to PC to fix networks or manage routine desktop issues is not feasible. Yet, IT managers are still expected to provide consistent network access and problem resolution; routinely troubleshoot and diagnose desktop issues; and maintain these assets throughout their lifecycle.

With BMC FootPrints Remote Manager, users can quickly grant access to an IT support desk representative with a single click. Once this remote connection is made, IT can address issues with administrative access, identify and revert recent changes that may have contributed to a current issue, or install software updates or applications on-demand. These actions no longer require lost time relaying instructions to the user. As a result, users are generally operational and productive at a much faster rate.

## Features

- » **Remote support** – Remotely view and control users' PCs and quickly resolve desktop issues from afar
- » **Service Anywhere** – Extend the reach of IT to include not only telecommuters and remote office locations, but also travelling workers and contractors who are not logged on to the network via VPN and are traversing firewalls

- » **Team Viewing** – Multiple agents can remote into and view the same desktop or server simultaneously to review and determine cause of issues and appropriate solutions
- » **Intel vPro integration** – Enable administrators to access computers even if the PC is off or the operating system is down
- » **Security options** – Ensure privacy during all remote sessions with encrypted communications, authenticated sessions, and user confirmations prior to network connection
- » **Power user mode** – Perform command-line executions, file transfers, clipboard management, and target device restart
- » **Audit trail** – Maintain central audit file of remote control sessions and end-user acknowledgements
- » **Direct device access** – Consolidate many common device actions, such as wake-up, check connectivity, reboot, shutdown, configuration summary, transfer file, remote control, file system, registry, services, process management, and Windows events, and allow administrators to perform any of these options for after-hours adjustments or troubleshooting
- » **Operating Systems support** – Remote into a MacOS or a Windows device

## About BMC FootPrints

BMC FootPrints Remote Manager is one part of a fully integrated line of IT operations management solutions. Each of these products automates and streamlines a specific IT challenge to help you reduce costs and improve service levels. Built from the ground up as a modular, yet integrated system, this family of technologies provides a single, unified solution to simplify a diverse set of complex client lifecycle and service management needs.

## For More Information

To learn more on BMC FootPrints, please visit <http://www.bmc.com/products/footprints/bmc-footprints.html>.

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