

Applications Managed Service

Optimized operations for your BMC solutions



BUSINESS CHALLENGE

BMC's platforms and applications play a critical role in managing the availability of systems and services vital to your business, its reputation, and its financial stability. Often our solutions require specialized skills to ensure they are configured as required and meet global business demands by being always available. Businesses 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 as a service (i.e., design, configure, deploy, and manage after go-live).

BMC APPROACH

Applications Managed Service (AMS) is a standardized offering that provides application administration and support for your specific customizations 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 product experts whose primary goal is to provide you with a stable and reliable solution, allowing you to free up skilled resources, focus on innovation, deliver your strategic IT projects, and ultimately achieve your business objectives.

We help you optimize your investment in BMC by reducing total cost of ownership (TCO) and delivering a sustainable service that is flexible and adaptable to your changing business needs. BMC takes full accountability for operating and administering your solution within the defined scope of the managed service, so that you can focus on creating more value for your business.

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 manage the operations team to deliver the service within agreed SLAs and quality levels. We will integrate into your extended support ecosystem and work with you to develop a strategic partnership to deliver real business value.

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 business requirements and urgency.

CUSTOMER PERSPECTIVES

Financial Services Sector – “Thank you for being my trusted partner in co-leading the great work the team has accomplished. I know you have my back and I feel fortunate to have such a great team working alongside me to deliver incredible automation capabilities to the business.”

Energy Sector – “The Managed Service team has understood our requirements and shown a level of flexibility in their service responsiveness. We feel that they are fully aware of our challenges and priorities in the operations space, and the team’s technical skills and reach into BMC has helped to stabilize the platforms and bring back users’ confidence in the products.”

FOR MORE INFORMATION

To speak with an Applications Managed Service expert, visit bmc.com/forms/SS-AMS-ContactMe-FY18 and fill out the contact form.



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.