

BMC Customer Support

Keep your BSM solutions running at peak performance and availability

Imagine the ideal scenario for rolling out a comprehensive Business Service Management (BSM) and IT Infrastructure Library (ITIL®) implementation. You have found a BSM technology ideally suited to your business. You have identified key areas of focus, developed a plan, designed your approach, obtained stakeholder commitment, and agreed on established metrics. You have even mapped out a curriculum to train your staff. Now what?

In reaching this point, you know that your BSM and ITIL implementation is going to change and improve the way you do business. IT will no longer be just a cost center. Rather, it will become a strategic enabler of your company's vision. That puts pressure on you. It's imperative that you keep your new BSM and ITIL solutions running at peak performance and availability. What's more, it's critical that you provide your IT staff with effective technical support, so you can address issues quickly and competently.

BMC Customer Support provides the experience, expertise, and skills your users need to ensure that they continue to derive maximum value from your BSM solutions.

BMC CUSTOMER SUPPORT PROVIDES A SOLUTION

As a pioneer and leader in both BSM and ITIL, BMC has guided its customers in thousands of BSM and ITIL implementations. Through this wealth of experience, BMC Customer Support is uniquely qualified to help you realize the full potential of your BSM solutions and maintain high-quality delivery of critical business services. By partnering with your internal IT teams, BMC Customer Support lowers the cost, time, and risk associated with achieving and maintaining measurable success with BSM.

BMC Customer Support is offered alongside BMC Consulting Services, BMC Educational Services, and BMC partner services in the BSM Delivery Model. The BSM Delivery Model is a structured portfolio of services and best-practice content available from BMC and its partners to help you reach your critical BSM milestones. The BSM Delivery Model embodies years of BSM experience, gained through thousands of implementations and proven paths to success, structured into a repeatable, predictable model for attaining BSM value.

BMC Customer Support provides an unmatched portfolio of structured customer support offerings that permit you to match support to your business needs and internal support capabilities.

The BMC Difference:

- > A breadth of support options unmatched in the industry, each offering a wide choice of features that enable you to tailor your support to meet your exact needs
- > Mockup laboratory systems in which support engineers duplicate your environment for faster problem root cause analysis and problem resolution
- > Assigned support staff who know your business and IT requirements provide proactive support
- > Generous training credits that enable you to maximize your value by providing your team with the necessary education courses to ensure success

With BMC Customer Support, you can:

- > Keep your BSM solutions running at peak performance and availability
- > Address issues proactively, heading off problems before they result in degraded performance or outages in your BSM solutions (BMC Premier Support)
- > Enjoy quick and accurate response to your pressing problems
- > Choose from a flexible and varied list of support options to suit your business requirements

A COMPREHENSIVE PORTFOLIO OF SERVICES TO MEET YOUR NEEDS

The BMC Customer Support team works with your organization to select the support plan that most closely meets your requirements. The plan is based on the business criticality of your applications and your internal support needs.

You can choose from two types of support offerings: Standard and Premier. Each type is available in three levels, giving you considerable flexibility so you can closely match support to your specific needs.

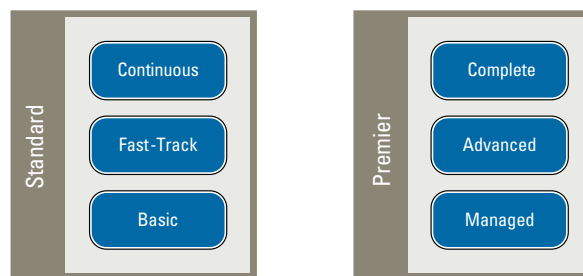


Figure 1. You can choose from two types of support offerings: Standard and Premier.

GET THE ANSWERS YOU NEED

With **BMC Standard Support**, you have access to an extensive set of Web-based, self-service support tools, as well as to highly-experienced BMC Customer Support technicians through telephone and e-mail, so you can get fast answers to your questions. Three levels of service are available: Basic, Fast-Track, and Continuous. The levels permit you to choose the availability and response times that best suit your needs.

- > **Basic Support** is available eight hours per day during standard office hours, five days per week (excluding published holidays), and features a response turnaround time of four business-hours for Severity 1 issues.
- > **Fast-Track Support** extends support availability to 12 business hours per day, five days per week (excluding published holidays), and speeds response on all issues, including one business-hour response for Severity 1 issues.
- > **Continuous Support** further extends support availability to 24 hours per day, seven days per week (including published holidays) for Severity 1 issues.

What's more, your users have access to BMC Standard Support self-service capabilities. This online feature empowers your users to find answers to their questions and resolve many issues on their own. As a result, they save valuable time — and that translates into higher staff productivity.

PROACTIVELY ADDRESS ISSUES

With **BMC Premier Support**, BMC experts advise your IT staff on how to proactively address issues before they result in problems or outages. This proactive approach is vital to keeping your BSM solutions and critical business applications running at agreed-upon levels of performance and availability.

BMC Premier Support provides you with assigned representatives who act as an extension of your support team and focus on your success. After conducting a site visit to gain a better understanding of your IT operations, these assigned resources conduct weekly meetings by telephone to review issues and changes in your environment. You can select from three levels of BMC Premier Support: Managed, Advanced, and Complete.

- > **Managed Support** includes a designated support account manager who acts as an organizational liaison between your IT staff and BMC. The manager monitors and drives all technical issues and escalations, and provides an express lane to BMC technical expertise for fast problem resolution.
- > **Advanced Support** adds a designated technical support engineer to your support team. This highly-experienced engineer assumes responsibility for resolving all open issues, and provides a direct escalation path to BMC development engineering for fast resolution of the more challenging problems.
- > **Complete Support** dedicates the technical support engineer full-time to your organization. This provides even tighter integration with your in-house staff for maximum support effectiveness.

At all three BMC Premier Support levels, you receive one clock-hour response time for all severity 1 issues (24 x 7), and one business-hour response time for all other issues (12 x 5). What's more, with BMC Premier Support, you receive generous training credits redeemable at all BMC training centers.

BENEFIT FROM A DIRECT LINK INTO BMC CONSULTING SERVICES AND BMC EDUCATIONAL SERVICES

With BMC Premier Support, the assigned technical support engineer gets involved early in your BSM implementation. Working with BMC Consulting Services, the engineer gains familiarity with your computing environment and in-house support capabilities. When BMC Consulting Services transitions your account to BMC Customer Support, the technical support engineer's familiarity ensures a smooth transition from BSM solution implementation to production operation.

Once in production, the technical support engineer actively participates in planning and rolling out upgrades to your BSM solution infrastructure. This active involvement helps you take maximum advantage of BMC product enhancements, while also maintaining high performance and availability.

What's more, for some situations, the technical support engineer creates a replica of your BSM solution environment in the BMC support laboratory. The engineer can then recreate problems in your original environment for faster root cause analysis and resolution. The engineer can also test updates to your system prior to releasing them into production to minimize risk.

Return on Investment in Action

Fortune 100 Company

Faced with five disjointed organizational units spanning 103,000 end users, a Fortune 100 company was looking to upgrade its BMC solutions — and wanted to minimize its risk of disrupting service. Working with BMC Customer Support, the company:

- > Designed the upgrade plan and established reasonable goals for the deployment
- > Minimized service disruption
- > Significantly reduced the upgrade time of all five organizational units by 30 percent

A COMPONENT OF THE BSM DELIVERY MODEL

Along with BMC Customer Support, the BSM Delivery Model also includes BMC Consulting Services, BMC Educational Services, and an extensive BMC partner network.

BMC Consulting Services provides services customized to meet your unique needs, whether you need help planning and managing your entire BSM program, or if you need expert advice and assistance with key activities. BMC Consulting Services consists of a team of worldwide professionals committed to helping you bridge the gap between BSM as a business strategy for IT and the technology systems and business processes that help make it a reality. BMC Consulting Services can assist you in developing your strategy, implementing your BSM solutions, and managing your BSM environment to ensure that you obtain the maximum value from your investments.

BMC Educational Services offers more than 150 course titles that deal specifically with BSM solutions and technology, as well as industry best practices, such as ITIL and COBIT (Control Objectives for Information and related Technology). What's more, BMC Educational Services offers learning paths that present training in a prescribed sequence, optimized for specific job roles. There are 18 learning paths, covering 25 different job roles. These learning paths ensure that your IT staff members learn exactly what they need to know to be more effective in their jobs.

The BMC partner network includes more than 500 technology companies worldwide, creating a delivery network with global reach. BMC carefully selects, trains, and supports partners to ensure that they maintain the highest standards of consulting, educational, and support services. BMC partner contributions significantly enhance the BMC solutions and services offering. They extend geographic coverage through local presence worldwide, and increase the pool of resources available to BMC. In addition, they increase the range of available expertise through specialization in distinct areas, such as strategy consulting.

FOR MORE INFORMATION

To find out more about how BMC Customer Support can help you keep your BSM solutions running at peak performance and availability, visit: www.bmc.com/services.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

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