

VIPCON E-Bonding Runbook

Simplify creation of standards-based integrations with BMC Remedy ITSM Suite

PRODUCT DESCRIPTION

The VIPCON E-Bonding Runbook delivers out-of-the-box content on BMC Atrium Orchestrator to create a smart integration solution for BMC Remedy ITSM Suite. Organizations can quickly create integrations based on standards, without customizing, to accelerate integration with partner and internal service desk systems.

BUSINESS CHALLENGE

Customers using BMC Remedy ITSM Suite frequently need to integrate the solution with a large number of partner ticketing systems. They need to facilitate data sharing about service requests or incidents to provide faster, higher quality service. This is often very challenging, **requiring organizations to develop a multitude of individual interfaces, each requiring time and the necessary skills, and raising the potential for error.**

BMC/VIPCON SOLUTION

With the VIPCON E-Bonding Runbook, the interface logic is pre-built, reducing conception, architecture, and implementation efforts. It is built on BMC Atrium Orchestrator to deliver maximum flexibility. Partner systems can easily connect directly to the E-Bonding Runbook message library or a partner-specific “enabler” module to handle the transformation of partner messages to E-Bonding Runbook messages. E-Bonding Runbook simplifies the design and scope of ITSM Suite interfaces and eliminates the need to customize.

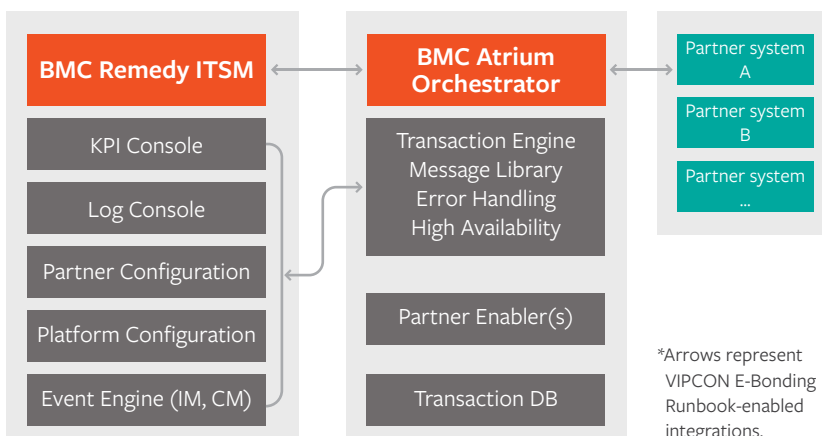
KEY FEATURES

VIPCON E-Bonding Runbook enables IT to quickly and easily integrate multiple ticketing solutions across internal and partner systems.

- **Creates configurable high-performance interfaces** with an out-of-the box integration solution
- **Integrates Remedy ITSM and third-party service desks**
- **Uses standardized, reusable interfaces** via reusable platform features
- **Includes maintenance and support**

KEY BENEFITS

- **Speeds problem resolution** by bringing all stakeholder data into your central ITSM
- **Reduces time to value** by integrating multiple systems at the same time
- **Lowers implementation effort** with out-of-the-box integrations
- **Keeps operational costs low** with standardized interfaces, built-in maintenance, and upgrade protection
- **Improves compliance and transparency** with partners through consistent shared information



◀ All components are based on BMC Remedy ITSM or BMC Atrium Orchestrator.

PRODUCT DETAILS

VIPCON E-Bonding Runbook provides the ability to create generic interfaces that meet the necessary scale, quality, and availability requirements of the world's largest organizations.

Transaction Engine Database: Enables bi-directionality, asynchronicity, lifecycle management, queueing, and chunking.

Rule and Event Engine (ITSM): Provides standardized approach, predefined events, and seamless integration in the ITSM administration consoles.

Message Library: Standardized container and predefined interface operations.

High Availability: Persistence layer, support of load-balanced environments, and many BMC Atrium Orchestrator grids.

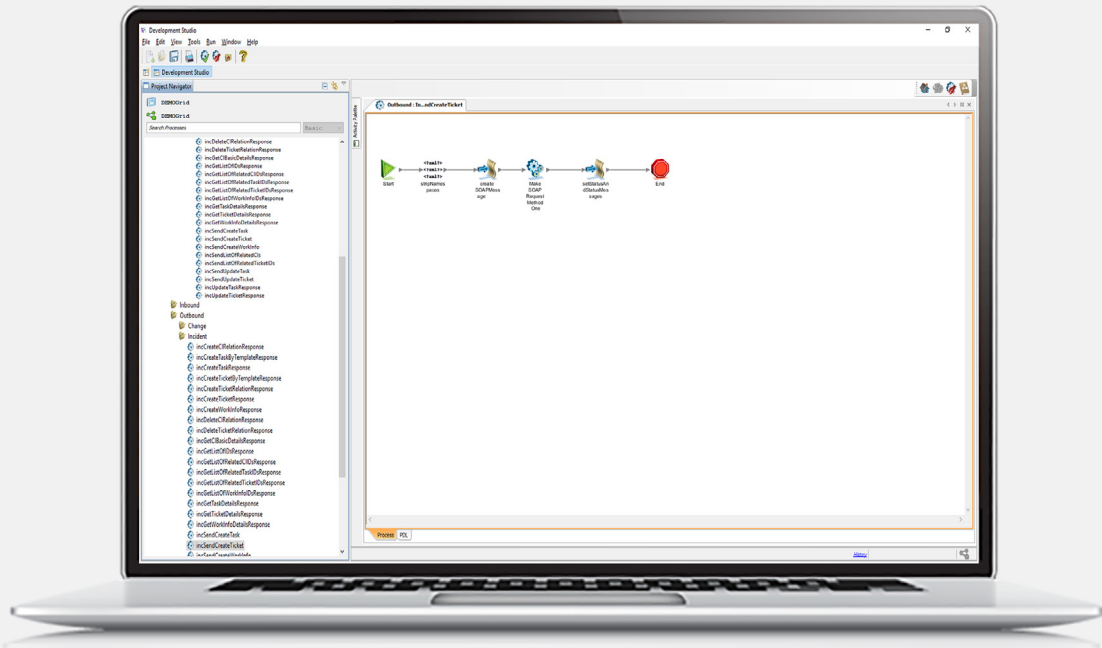
Error Handling: Offers monitoring of transactions, feedback to partner system in case of failure, retry mechanism, and optional event management integration.


KPIs: Measurement of transactions and evaluation data.

VIPCON is a BMC Platinum Partner, providing software solutions and services to help companies accelerate their transformation to digital enterprises. For more information, visit the VIPCON website at vipcon.com.

FOR MORE INFORMATION

To learn more about BMC Atrium Orchestrator, please visit bmc.com/it-solutions/atrium-orchestrator and for more information about the VIPCON E-Bonding Runbook, please visit marketplace.bmc.com.



 Leverage the out-of-the-box adapters and content for leading IT service management (ITSM) solutions.

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.

BMC digital IT transforms 82 percent of the Fortune 500.



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