

# BMC Software Announces New Virtual Systems Management (VSM) Solutions

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## Abstract

BMC Software recently announced the release of several new, integrated solutions for Virtual Systems Management (VSM), including new and enhanced solutions for simplifying management, ensuring performance and availability, enforcing security and compliance while reducing administration costs. With such a broad – if not comprehensive – suite of modular offerings, these new capabilities substantially add to competitive pressures, especially for HP and CA, but also for other large and niche competitors. For IT organizations looking to avoid the many risks of undermanaged virtualization deployments, this announcement puts BMC Software in a very strong position to win the coveted 'first choice' for VSM in any large enterprise.

## BMC Announces Sweeping Virtualization Systems Management Solutions

On September 2, 2008, BMC Software (NYSE: BMC) announced the release of several new and enhanced solutions for Virtual Systems Management (VSM). These announcements include:

- A new Virtualization Capacity Management and Planning Service with packaged professional services for planning new and expanding virtualization deployments aimed at enabling customers to use their virtualization budget more efficiently while increasing their success
- Enhanced support for VMware VI3 and VMotion in BMC Performance Management that provides VM tracking and performance analysis for improved performance monitoring across a broad range of physical and virtual infrastructure and applications, aimed at decreasing problem resolution time and increasing virtual system performance and availability, especially in dynamic environments utilizing VM migrations.
- Automated assessment and sizing for virtualized servers and hosts and sophisticated workload stacking has been added to BMC Capacity Management, to help customers automatically determine VM compatibility, maximize consolidation ratios, and optimize VM performance.
- BMC Discovery has been extended to detect an even broader range of virtual servers including VMware ESX, Microsoft Hyper-V, Solaris containers and zones, AIX LPARS, HP vPARS, and z/VM LPARs aimed at enabling customers to track virtual-to-physical and virtual-to-application relationships, both down the technology stack and across the business service throughout the virtual asset lifecycle.
- A new Virtualization Module for Servers has been added to BMC BladeLogic that provides automated provisioning and configuration of virtual host, guest, and application environments, including VMware's own hardening rules and best practices to deliver out-of-the-box configuration policies based on industry best practices, to prevent, detect, and remediate non-compliant servers.

- A new VMware Adapter for BMC Run Book Automation (soon to be renamed BMC Atrium Orchestrator) works in conjunction with additional enhancements made to BMC BladeLogic Operations Manager Suite to automate routine change management tasks in the VMware environment such as provisioning, de-provisioning, patching and cloning, aimed at increasing IT efficiency and reducing operating expense in both virtual and physical environments.

Based on an open, integrated architecture, all of these solutions are available individually or collectively, and all integrate with BMC Remedy Service Desk, BMC Remedy Change Management, and the BMC Atrium Configuration Management Database (CMDB). As a result, BMC Software is providing what it is calling a ‘Closed-Loop Change and Configuration Management’ (CLCCM) process for physical and virtual systems, that is highly connected to the high-level need for Business Service Management.

## The Urgent Need for Virtual Systems Management

EMA defines virtualization as “a technique for abstracting (or hiding) the physical characteristics of computing resources from the way in which other systems, applications, or end users interact with those resources.”<sup>1</sup> EMA research<sup>2</sup> has found that virtualization delivers many significant benefits, with 73% of enterprises with a virtualization deployment reporting success in achieving server consolidation and improved utilization, 69% reporting reduced hardware costs, and 60% achieving greater flexibility and agility. Overall, over 70% of these enterprises report real and measurable cost savings.

However, more and more enterprises are finding that, despite the many significant benefits it brings, virtualization is in many ways more difficult to manage, and that traditional systems management tools are not up to the challenge. Added to this challenge is a significant lack of skilled resources for virtualization and VSM. Specifically, 40% of all enterprises deploying virtualization rate a lack of time and/or people among their most significant barriers to successful deployment, and 34% rate a lack of skilled resources among their most significant barriers. Only around one third of all enterprises believe that they have sufficient skills to manage their virtualization deployments; by contrast, almost a quarter report that they definitely do not.

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*Enterprises are finding that virtualization is more difficult to manage, and that traditional tools are not up to the challenge*

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Meanwhile, the availability and deployment of VSM has not kept pace with these multiple layers of complexity, and the lack of skilled resources to deploy and manage virtualization. Less than one fifth of VSM tools in use today are able to manage multiple platforms, technologies, and vendors. Only a quarter of the VSM tools in use today can manage both physical and virtual environments. Only 14% enable IT to align delivery of IT services with business objectives.

This results in limited virtualization deployments – for example, only 6% of enterprises with virtualization deployments have deployed server virtualization across the enterprise, and other virtualization technologies have even lower penetration rates. The lack of VSM also undermines ROI, compliance, service delivery, performance, and many other key goals, as it introduces human errors, inefficiencies, increased risk, and other management problems.

<sup>1</sup> For a complete taxonomy of virtualization technologies, see 2008 EMA Advisory Note, [Defining Virtualization – A Taxonomy of Virtualization Technologies](#)

<sup>2</sup> For complete details of virtualization technologies, platforms, vendors, trends, and more, see the 2008 EMA Research Report, [Virtualization and Management: Trends, Forecasts, and Recommendations](#).

## Key Ramifications

This announcement of new products and solutions from BMC Software directly – if not completely – addresses these critical needs for VSM, and perhaps more importantly raises the management of virtual systems to a business perspective. In its announcement, BMC Software focused much more on outcomes – such as simplifying management, ensuring performance and availability, enforcing security and compliance, and reducing administration costs – than it did on products, lifting the message from technology implementations to business service outcomes. It also focused on closing the loop between business user requirements and technology actions to satisfy those requirements. For BMC Software customers and prospects, this is a strong position that directly addresses the core reasons why they run IT – to improve their business, provide better service, be more competitive, and drive up shareholder value. In doing so, BMC Software must surely make it to any enterprise's shortlist for VSM selection.

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These new capabilities also put a substantial challenge to several major competitors, most notably Hewlett-Packard (HP) and CA. HP has a strong portfolio for VSM, greatly enhanced with recent new product announcements. However, BMC brings additional control capabilities to an area still primarily focused on performance and availability. Similarly, CA has very capable offerings in its Dynamic & Virtual Systems Management (DVSM) solution that, like BMC, supports a highly heterogeneous blend of platforms, technologies, and vendors in the virtualization space. However, BMC brings to this area additional

depth in capacity planning and analysis courtesy of its recent acquisition of ProactiveNet. For other competitors in the VSM space – including ASG, Configuresoft, Hyperic, IBM, Microsoft, NetIQ, Novell/PlateSpin, Opalis, Quest/Vizioncore, Symantec/Altiris, Tripwire, Veeam, and countless other niche VSM vendors – it makes their job much harder. They must either find where they fit in the gaps of such a broad solution, or prove their value as replacements for one or more of its components.

## EMA Perspective

ENTERPRISE MANAGEMENT ASSOCIATES® (EMA™) research shows beyond any doubt that necessary VSM solutions are severely missing from most virtualization deployments. With so few enterprises even using basic VSM tools, the need for better VSM solutions is clearly apparent. Nor is there any doubt that integration of physical and virtual systems management is a logical requirement. History shows that separation of physical and virtual management simply is not a tenable long-term solution. BMC Software already had a formidable set of VSM solutions. In this release, EMA believes that it has further solidified its claim to providing the VSM solutions of choice, providing broad, modular, integrated capabilities in capacity, performance, automation, compliance, provisioning, and other areas of VSM that are of such critical importance to delivering the goals of virtualization.

Of some concern is BMC's lack of truly heterogeneous support. EMA research shows convincingly that virtualization is typically deployed across a very heterogeneous environment, and while BMC Software has delivered a solution that rightly boasts heterogeneous support, it is notable that not all solutions support all variations of platform, technology, and vendor. In addition, support for both desktop and application virtualization is particularly conspicuous by its absence from this announcement. This lack of consistent

heterogeneous support across platforms, technologies, and vendors will be a concern for the substantial number of enterprises that have a broadly heterogeneous virtualization environment today.

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However, there really are no solutions available today for truly comprehensive, heterogeneous, and integrated management of virtual and physical environments. BMC's strategy has always been to focus on the immediate needs of the market, and to deliver solutions that solve critical customer problems, while extending coverage based on market adoption. As such, these new solutions from BMC Software are among the most comprehensive available today with support for the most widely-deployed platforms, technologies, and vendors. They are also addressing many of the most important problems and disciplines required of VSM today. Moreover, they are feature-rich yet modular solutions that will fit into many architectures – leaving plenty of room for any critical niche solutions that may be required. Given its extensive development organization, its long-sighted roadmap, and its strategic importance to some of the largest and most progressive organizations in the world, EMA also has no doubt that BMC will continue to build out its VSM portfolio over time.

As such, EMA believes that while there may be room to improve, this announcement by BMC Software puts them in a very strong position to win the coveted 'first choice' for VSM in any large enterprise.