



BMC Remedy Distributed Server Option

BMC Remedy Distributed Server Option intelligently extends solutions built on BMC Remedy Action Request System (AR System) to multiple applications and locations across your enterprise. Its unique design optimizes your business processes by efficiently and transparently providing information across specialized or geographically dispersed sites.

KEY BENEFITS

- » Quickly extend BMC Remedy Action Request System to multiple applications and locations across your enterprise

BUSINESS CHALLENGE

In business, tasks require the involvement of different people in different functional areas of the organization interacting across geographic boundaries. Sharing resources and information in a timely fashion in this complex environment presents tough challenges.

THE BMC SOLUTION

BMC Remedy Distributed Server Option transfers data between different AR System servers whether the servers are on the same host or on physically different hosts. To understand the function of BMC Remedy Distributed Server Option, imagine that your company is running BMC Remedy AR System in a single-server environment. This means that all transactions that run on the client machines exchange data with only one server. All data on that server is current, never receiving updates from sources other than its connected clients. Now, imagine that you were to add a site that ran BMC Remedy AR System on a different server. You would need a solution that lets you exchange data between similar or different forms on both servers, all the while keeping requests on both systems current. BMC Remedy Distributed Server Option helps you configure and maintain these data exchanges, and establishes time intervals for the transfer, update, and return of data.

OPTIMALLY TRANSFER DATA — ACROSS THE CAMPUS OR AROUND THE GLOBE

Whether you have operations that maintain their own systems in different departments or in different parts of the world, you must ensure that you share data correctly. BMC Remedy Distributed Server Option transfers information, wherever it is needed, more intelligently, quickly, and efficiently than external bulk replication processes.

DEVELOP NEW ENTERPRISE APPLICATIONS

When coordination of information among multiple sites is essential, BMC Remedy Distributed Server Option can be used to create a variety of new applications, or enhance existing ones. Each site retains administrative and operational autonomy, while also benefiting from the sharing of information with sites across your enterprise.

LEVERAGE YOUR INVESTMENT

Use BMC Remedy Distributed Server Option to extend your existing data, forms, and workflow across the enterprise for greater ROI. By integrating processes from various functional and geographic groups within your organization, you can realize greater synergy, efficiency, and effectiveness.

PERFORM FLEXIBLE TRANSFERS FROM ANYWHERE TO ANYWHERE — YOU SET THE RULES

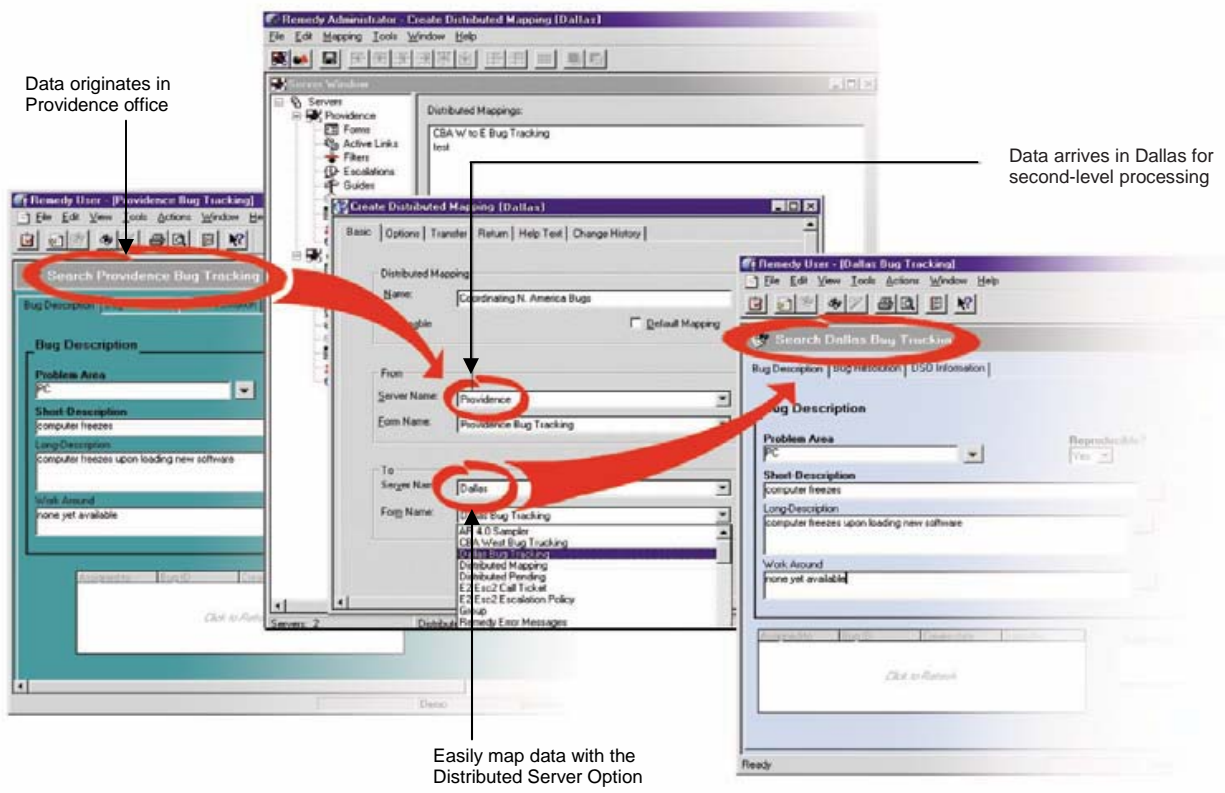
Implementing a distributed BMC Remedy application is as simple as selecting the source and target forms. You define the mapping of fields and specify transfer rules. Furthermore, you can perform all setup and administrative functions, without programming, by using BMC Remedy AR System Administration Console.

ENSURE DATA AVAILABILITY AND INTEGRITY

BMC Remedy Distributed Server Option ensures data integrity by issuing "update rights," or the ability to modify an entry, to a single site. As a result, the danger of conflicting independent updates to an entry is eliminated. You specify the transfer rules — BMC Remedy Distributed Server Option ensures consistent data throughout your distributed environment.

PERFORM HIGH-SPEED TRANSFERS FOR REAL-TIME DATA

BMC Remedy Distributed Server Option automatically transfers individual entries, not entire database tables, as is common with replication solutions. This "per entry" focus optimizes network bandwidth and supplies information where and when it is needed. Because it also has support for multi-processor systems, BMC Remedy Distributed Server Option delivers high performance and can scale to meet your needs.



ENABLE THE INTEGRATED ENTERPRISE

The following examples illustrate how BMC Remedy Distributed Server Option can be used to drive value through new enterprise applications or extend existing ones:

BUSINESS RUNS ON I.T.
 I.T. RUNS ON BMC SOFTWARE
 Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit www.bmc.com for more information.

- » Enable AR System based applications to run on server farms to support thousands of concurrent users
- » Coordinate requests between independent organizations with regional or specialized charters
- » Build a "follow the sun" support network with service centers in different time zones around the world
- » Provide centralized service dispatching through your operation groups
- » Link discrete organizations and applications, such as Support's call center with Engineering's defect-tracking system
- » Share functionality seamlessly — even among applications using different operating systems and databases
- » Improve performance by off-loading reporting and archiving functions to a separate server

ABOUT BMC REMEDY ACTION REQUEST SYSTEM

BMC Remedy AR System provides a single, consolidated platform for automating and managing service management processes. With its request-centric, workflow-based architecture, BMC Remedy AR System provides a critical component to the Business Service Management technology platform. It also enables IT administrators to quickly customize and extend out-of-the-box application functionality without programming knowledge. BMC Remedy AR System additionally acts as a single point of integration, including support for popular API types (such as Java and C), Web Services, ODBC, and utilities (such as the BMC Atrium Integration Engine). As part of BMC Atrium, this proven technology platform has automated thousands of business processes and has been deployed to millions of end users.