



BMC Remedy Action Request System

BMC Remedy Action Request System (AR System) provides a single, consolidated platform for automating and managing service management processes and provides a critical component to the Business Service Management (BSM) technology platform. As part of BMC Atrium, this proven technology platform has automated thousands of business processes and has been deployed to millions of end users.

KEY BENEFITS

- » Provides workflow modules commonly used in automating service processes, such as notifications, escalations, and approvals, to speed development of service management solutions
- » Provides a user focused and request-centric development and delivery platform that makes it easy to design and use applications to enter, track, and resolve service requests
- » Used by more than 80 percent of Fortune 100 companies for business-critical applications
- » Manages more than 7,000 customers' service-related business processes

BUSINESS CHALLENGE

IT Organizations are tasked with quickly creating and delivering service management applications that drive success. These applications must enable organizations to more effectively manage both infrastructure and service-based interactions with customers and employees. They must be global in reach, highly scalable, and easily adapted to reflect the dynamic changes in your business. And they must leverage investments in legacy systems that orchestrate core functions and house-critical corporate data.

THE BMC SOLUTION

BMC Remedy AR System enables you to automate a broad range of business solutions, from service desk call tracking to inventory management to integrated systems management without learning a programming language or complex development tools. With its request-centric, forms-driven, workflow-based architecture, BMC Remedy AR System provides a comprehensive yet easy-to-use set of tools to continuously adapt and evolve your applications to the unique procedures and individual requirements of your company's user community. It enables IT administrators to quickly customize and extend out-of-the-box applications such as the BMC IT Service Management Suite without programming knowledge. It also 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.

COST-EFFECTIVE PROCESS AUTOMATION ENVIRONMENT

BMC Remedy AR System provides a comprehensive solution for designing, developing, customizing, deploying, and automating service processes from a single environment. BMC Remedy AR System delivers more value — at a fraction of the cost of traditional process automation and deployment solutions. It offers a Web-optimized development environment, coupled with superior workflow and integration capabilities, to give your organization the ultimate flexibility in building powerful, accessible, easy-to-use, global applications. BMC Remedy AR System is a valuable partner to your company's program of continuous improvement and optimization of service delivery.

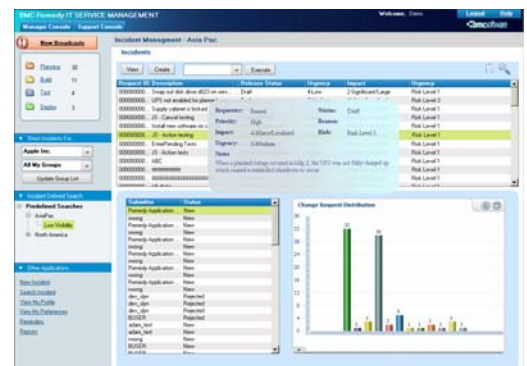
RAPID DESIGN AND DEPLOYMENT

Customers know that BMC Remedy AR System offers the fastest means to prototype, deploy, maintain, and iterate new service management applications. The BMC Remedy Developer Studio provides a modern and easy-to-use interface with simple point-and-click and drag-and-drop operations that allow developers and even non-technical business managers to quickly and easily build powerful business applications.

VISUALLY RICH, INTERACTIVE APPLICATIONS

Today's end users expect easy to use and visually rich applications. BMC Remedy AR System enables developers to quickly build compelling and highly interactive applications using out-of-the-box features:

- » Multiple panel display types – tabbed, collapsible, splitter and accordion – to group related information
- » Menus with auto-completion present a list of values that match the text being entered
- » Visual effects display state transition and highlight focus



Sample application developed with BMC Remedy AR System

» Tooltips present context sensitive information

BMC Remedy AR System also provides an extensive range of charts – line, bar, area, pie, meter and text – so that you can select the best graphical representation for your data.

EASY INTEGRATION

Extensive integration facilities in BMC Remedy AR System enable you to build applications that leverage valuable corporate data from databases, legacy applications, scripting engines, and other data sources. Out-of-the-box integrations are available for the most commonly requested integrations for service management solutions, including network management systems (NMS), automated discovery, enterprise applications, and lightweight directory access protocol (LDAP) directories for seamless authentication and integration to centralized user directories. In addition, an extensive network of BMC Partners can provide pre-built and custom integration solutions that complement those available from BMC.

You can share BMC Remedy AR System data and application structures with other systems using a variety of integration points, including a fully published API with XML, Java, and C interfaces available. You can also easily share data from external sources through BMC Remedy AR System Database Connectivity (ARDBC) and use the View Forms capability to expedite information access for users. As a result, you can eliminate time-consuming re-entry of data and avoid the need to maintain duplicate data in multiple locations.

SUPPORT FOR WEB SERVICES

BMC Remedy AR System supports Web Services — a simple, platform-agnostic method for real-time, application-to-application integration. Developers can publish a BMC Remedy AR System application or form as a Web Service for access anywhere in the enterprise. Developers can also subscribe to a private or public Web Service and link it to a form within a BMC Remedy AR System application to provide additional data or functionality to users. BMC Remedy AR System simplifies the implementation of this powerful integration technology for developers through a familiar drag-and-drop interface. In fact, when publishing or subscribing to a Web Service, no coding is necessary because BMC Remedy AR System automatically generates all communications — from the XML code to input parameters and messages.

SECURE, SCALABLE, GLOBAL DEPLOYMENT

In today's business environment, business applications must be global in scope and must offer secure, real-time, and localized access to corporate data for a large number of users running a variety of clients. Because BMC Remedy AR System supports multiple language views of the same application, translation into local languages requires only a single set of application logic to service users in multiple locations worldwide. This speeds development and simplifies maintenance of your applications

BMC Remedy AR System offers the configuration flexibility required to deliver global scalability. You can run multiple instances of BMC Remedy AR System on a single server, as well as run multiple BMC Remedy AR System servers with a single database. In addition, the BMC Remedy AR System Mid Tier works within Web farm/cluster and load balanced environments to ensure maximum performance under heavy user loads. BMC Remedy AR System supports Web browsers and native Windows clients, as well as wireless and handheld devices.

BMC Remedy AR System provides a variety of security access control features to protect sensitive applications and data. Password protection ensures that only authorized users are permitted to enter the system. Group permissions restrict authorized users to access only those system resources, such as applications, forms, fields, and even records, that they are authorized to view or change. BMC Remedy Encryption provides end-to-end encryption of data communication between all AR System components and is available in two versions that differ in key strength -128-bit and 2048-bit.

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.