



**Key Service Features:**

- > Remote managed service, powered by market-leading BMC Remedy ITSM technology
- > BMC remotely administers your BMC Remedy ITSM software in your existing data center or hosted site
- > You own the software, we administer it for you
- > Subscription-based, “pay-as-you-go” pricing
- > Service delivered by certified BMC Remedy ITSM experts
- > IT service management lifecycle aligned with your business requirements
- > Architected with the BMC Atrium CMDB for centralized IT management
- > Available for latest version of BMC Remedy ITSM applications

**Additional Service Options:**

- > Short-term, on-site, and remote application administration and stabilization — to help you support your current BMC Remedy ITSM applications while transitioning to your new BMC Remedy ITSM applications
- > ITIL process consultation — identifies service support process objectives to implement in your BMC Remedy ITSM applications
- > BMC Remedy ITSM application implementation — to help you get new applications installed, configured, and implemented
- > Service desk data migration — moves data from your current BMC Remedy or third-party applications to your new BMC Remedy ITSM applications

**Business is now dependent on technology — and IT organizations are expected to evolve their IT operations to deliver higher value business results. Service management solutions are expected to align people, process, and technology to better support the business.**

For IT to succeed, you need your IT staff focused on delivering business value to make your organization stronger and more competitive.

For many IT organizations, delivering service levels that the business expects is a challenge compounded by tight budgets, limited staff, and difficulty retaining technical expertise. Moving from point IT applications to a consolidated service desk with business service awareness can be overwhelming.

**THE SOLUTION**

With the BMC Remedy ITSM Administration Service, we handle ongoing administration and maintenance for your BMC Remedy ITSM applications running in your data center. You maintain control and ownership of your software, while our BMC Remedy ITSM experts administer it for you. Your IT staff can focus on using their best-in-class BMC Remedy ITSM solutions rather than implementing, administering, and maintaining them.

The BMC Remedy ITSM Administration service offers a fast, easy, and predictable option for running your ITSM solution, without the high investment of developing and maintaining BMC Remedy ITSM in-house expertise.

**BENEFITS**

**Quickly improve application quality and performance.** The BMC Remedy ITSM Administration Service is based on best practices for BMC Remedy architecture, implementation, and management. This means your BMC Remedy ITSM implementation will be fast, predictable, and reliably managed.

**Gain world-class expertise.**

The BMC Remedy ITSM Administration Service helps organizations easily acquire highly skilled subject-matter experts. Our BMC Remedy ITSM experts provide the ongoing support and expertise many customers need.

**Implement the solutions your business needs.**

Are you considering deploying or upgrading to a seamless, integrated BMC Remedy ITSM suite with CMDB-enabled applications? Our experts are also available to provide short-term support services to stabilize and support your existing system, while our implementation team plans and executes your latest version upgrade and migration plan.

**Improve budget flexibility and reduce your total cost of ownership.**

The BMC Remedy ITSM Administration Service allows you to adopt a more efficient approach to administering your software. Pay as you go for results, not the means to achieve them. The result? We take over the responsibility of maintaining trained professionals to deliver the service you expect. You maximize the value of your software investment.

**Choose the BMC Remedy ITSM Managed Service that’s right for you.**

Select BMC Remedy ITSM Administration Service if you:

- > Struggle to maintain expertise to administer existing BMC Remedy ITSM solutions
- > Have difficulty meeting business service levels or BMC Remedy ITSM application requirements
- > Need to redeploy internal resources to other projects
- > Are considering an “on-ramp to BSM” — Incident and Problem Management, Asset Management and Discovery, Change and Configuration Management, or Service Level Management — but don’t have available BMC Remedy ITSM expertise on staff to implement and manage them

**Other BMC Remedy ITSM Managed Services:**

If you want to eliminate the need to buy, deploy, and maintain the hardware and software, consider our on-demand offering. With BMC Remedy ITSM On Demand, you purchase the software capability, not a software license.

### Benefits at a Glance:

- > Eliminate the investment and risk associated with hiring, training, and retaining in-house staff to augment your BMC Remedy ITSM administration team
- > Fill short-term or long-term BMC Remedy ITSM staffing gaps
- > Ensure that your software is deployed and being fully utilized with our dedicated resources and best-practices expertise
- > Focus your IT staff on using BMC technology, rather than on implementing, administering, and maintaining it
- > Maintain flexibility to bring BMC Remedy ITSM software administration back in-house, if desired
- > Reduce your total cost of ownership by adopting a more efficient approach to administering your software
- > Replace custom development efforts with packaged applications delivering built-in ITIL functionality
- > Achieve defined levels of service and application response times

### A COMPARISON OF MANAGED SERVICES, TRADITIONAL OUTSOURCING, AND PROFESSIONAL SERVICES

It is important to understand the distinction between Managed Services, traditional outsourcing, and professional services. With Managed Services, the in-house IT organization retains control of IT processes because it retains the key staff that uses the IT applications to deliver business services. Managed Services providers typically employ a remote management model, allowing clients to retain control of their IT infrastructure and, consequently, maintain the flexibility to adapt rapidly to changes in their business.

In traditional outsourcing, most control over IT transfers to the outsourcer. As a result, in-house control of the key disciplines of IT management, planning, and maintaining IT application relevance may be greatly lessened or even completely lost. Moreover, it becomes increasingly difficult to extract your organization from outsourcing or to move from one outsourcing service to another. With professional services, the provider's team departs after the implementation is complete, but remains available for re-engagement if additional services are required in the future. Managed Services providers, however, deliver the initial implementation and then handle ongoing operational functions. They are focused on the ongoing business success of the project and support it beyond the date of the implementation.

Excerpt from "Building Business Value Faster with Managed Services" by Jay M. Gardner, VP and General Manager of the On Demand Business Unit at BMC Software. Read the white paper at [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

### ABOUT BMC MANAGED SERVICES

The goal of IT is to help the business succeed. But delivering the best possible service takes more than just great software. You need the right hardware to run it on, expertise to deploy and manage it, and best practices to ensure you get the results you want. You also need flexible, cost-effective options for acquiring the right resources, for as long as you need them.

That's where BMC Managed Services come in. BMC Managed Services offer three options for provisioning and operating your software. You can choose from on-demand applications, software administration services, and managed IT services — all designed to help you deliver best-practice results, focus on more strategic work, and optimize your IT budget. For more details on BMC Managed Services, please visit [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

### ABOUT BMC SOFTWARE

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to activate business with the power of IT. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases, and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit [www.bmc.com](http://www.bmc.com)

### BMC MANAGED SERVICES OPTIONS:

#### On Demand Applications

Already up and running in a secure data center — you can connect and start using today, with *zero* capital expense (hardware or software).

- > BMC Web Transaction Monitoring On Demand
- > BMC Remedy ITSM On Demand

#### Software Administration Services

For our software running in your data center — we handle ongoing administration and maintenance, so you can focus on being an expert *user*.

- > BMC Performance Manager Administration Service
- > BMC Remedy ITSM Administration Service

#### Managed IT Services

If your team has more important work to do, our experts will utilize BMC technology on your behalf to deliver best-practice *results*, as part of your team.

- > BMC Infrastructure and Application Monitoring Service
- > BMC Data Infrastructure Management Service
- > BMC Performance and Capacity Management Services

For more information about these and other BMC Managed Services, please visit [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call 1.877.945.6325.

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