

Want enterprise visibility into all your monitoring solutions?

Our BMC Operations Management Implementation Service can help—here's how.



BMC CUSTOMER SUCCESS

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Our Customer Success portfolio offers consulting and services to accelerate outcomes aligned to your business objectives and IT priorities.

At BMC, we know that monitoring events can mean constant, “swivel chair” reviews across many tools which isn't the best use of your team's time. Ideally, event management should be consolidated so in one pane, you can tell what's happening with many groups operating in coordination. BMC Customer Success can deliver the holistic view and operations you want with the BMC Operations Management Implementation Service. Our experts will not only activate our TrueSight Operations Management (TSOM) application but also deliver people and process advancements to gain enterprise effectiveness.

THE BMC OPERATIONS MANAGEMENT IMPLEMENTATION SERVICE APPROACH:

BMC Customer Success will integrate alarms and events from multiple monitoring tools. Our experts will not only activate TSOM but also will provide knowledge transfer to your team so you can continue to build on your success. We will perform the following activities:

- Install and configure 1 TrueSight Presentation Server and 1 Remedy Single Sign-on (RSSO) server
- Configure LDAP integration to RSSO
- Install & Configure 1 TrueSight Infrastructure Management Server
- Install & Configure 2 Integration Service Nodes (ISNs)
- Install & Configure 1 additional BEM cell server
- Integrate up to 2 standard event sources and up to 2 non-standard event sources
- Configure workflow for standard event normalization & filtering
- Overall project management

The result? Your IT operations team will have a single management console on which to view alerts from all connected systems. This is the foundation on which you can build notifications, ticketing, and automated response.

CUSTOMER EXAMPLE

Major US Financial Services Company: The bank relies on technology to differentiate themselves in the competitive online financial brokerage space. They were experiencing challenges in Mean Time for Resolution (MTTR) because their monitoring team was being overloaded with false alarms and frequent outages. The high volume of activity needed to understand and clarify each alert was chiefly due to a lack of a centralized event management tool and consistent resolution process. BMC Customer Success implemented TSOM as well as process improvements. The bank then had centralized and consolidated event notifications along with a clear, repeatable process for categorizing and remediating them in a timely manner. This resulted in improved Mean Time to Identify (MTTI) and MTTR.

WHAT'S NEXT?

Please contact your BMC Account Manager to move forward with your BMC Operations Management Implementation Service today.

