

# Do You Know What's in Your Apps?

If not, our BMC Discovery Application Modeling Service can help.



## 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.

Before moving any application across your multi-cloud environment, it's imperative to understand what its composition is. Why? Because if something goes down, you need to quickly know the extent of the impact. BMC Customer Success can help you expand visibility between assets and the services they support using the "Start Anywhere" function in BMC Helix Discovery to build a select number of application models for you and providing knowledge transfer to your team.

## THE BMC DISCOVERY APPLICATION MODELING SERVICE WILL:

- Assist with prioritizing the applications to be targeted
- Conduct an Application Modeling process workshop
- Create application maps of varying complexity
- Support customer's discussions with Application Owners to refine the Application Models

Through collaboration with your team, BMC Customer Success will develop a small number of simple, intermediate and complex application models. Even further, we will provide knowledge transfer to your team to continue building application models as needed for your environment.

The result? You will be on your way to effective service modeling that is critical to effective incident, change, and availability management and plays an important role in business continuity, data center transformation, planning, and compliance. By having application models in BMC Helix Discovery, you will substantially reduce the likelihood of failed data center projects, configuration errors, service outages, and performance degradation.

## CUSTOMER EXAMPLE

**SOUTH EAST ASIAN FINANCIAL SERVICES COMPANY:** The company wanted to ensure that they could monitor and report correctly on their applications. To begin this journey, the customer invested in BMC Helix Discovery with an Application Modeling service. This service along with BMC Education assisted them to understand the requirements and deliver the first Application Models into their environment to assist in gaining traction within the business to show the value of creating them. This work is now delivering value in many areas including greater visibility into and clarity for the impacts of change as well as more accurate planning for cloud migration projects.

## WHAT'S NEXT?

Please contact your BMC Account Manager to move forward with your BMC Discovery Application Modeling Service today.

