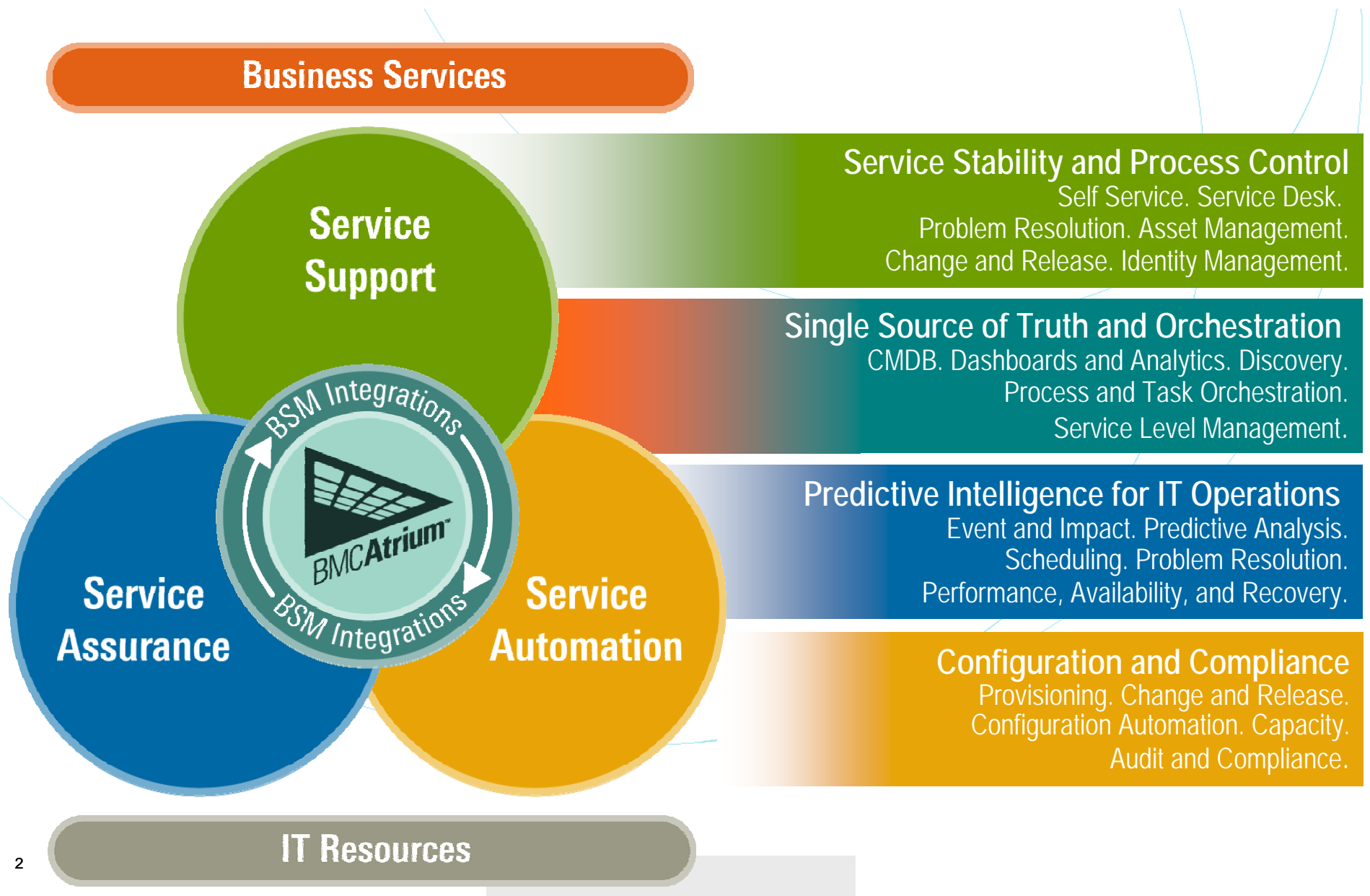


Value proposition

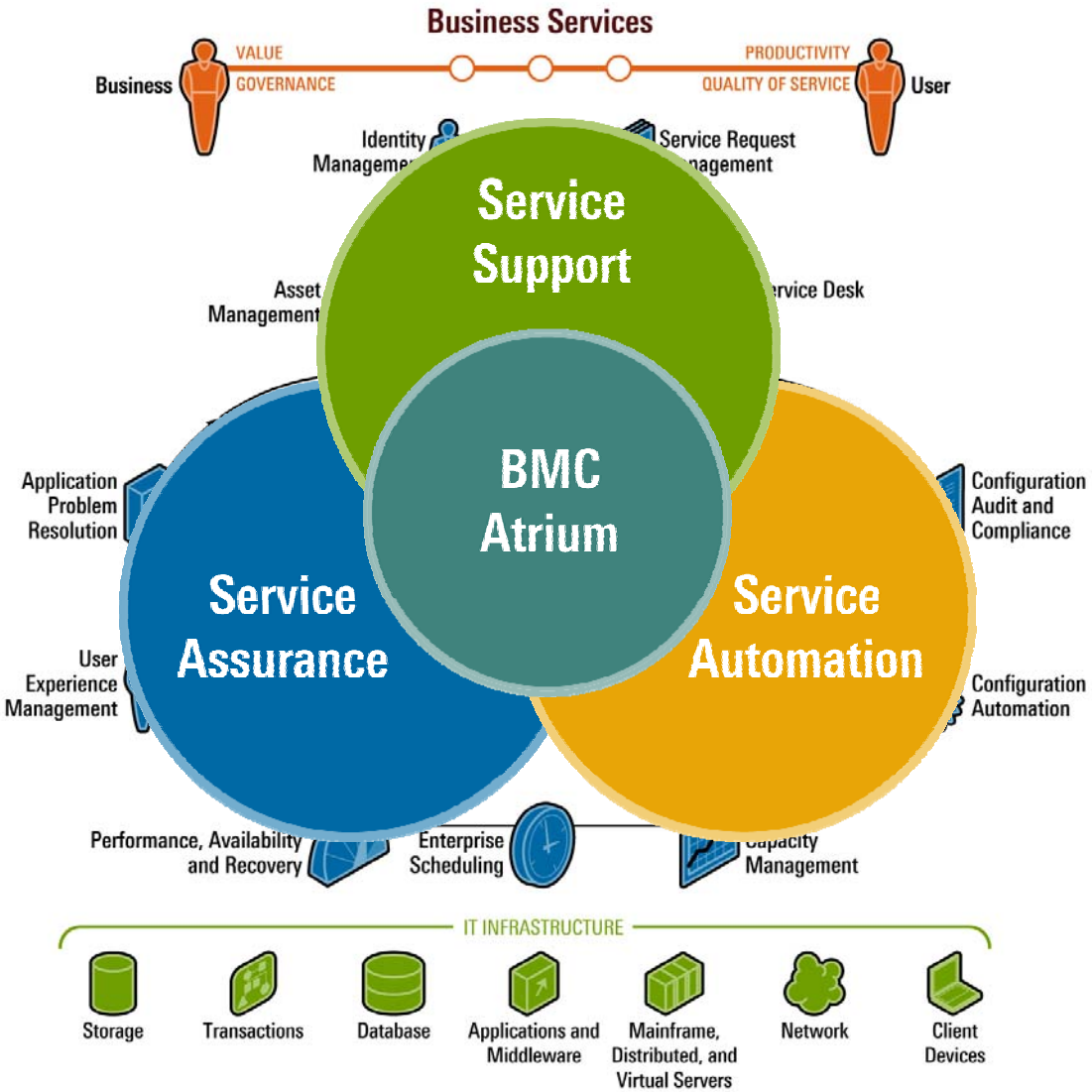


ACTIVATE BUSINESS WITH THE POWER OF I.T.™

# BMC - Business Service Management Platform

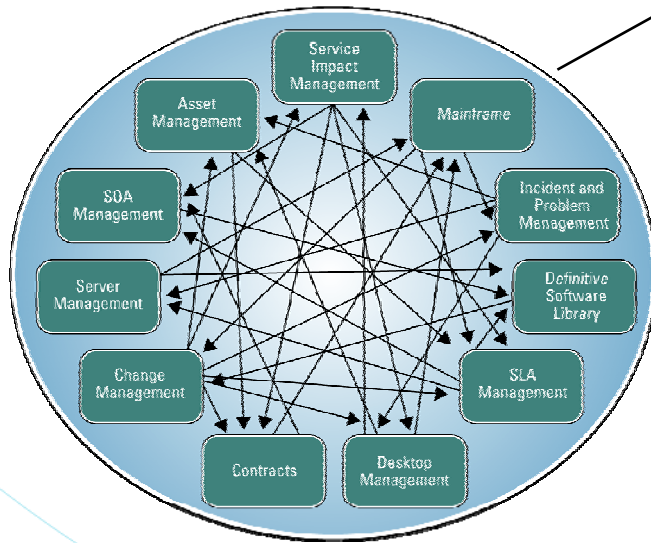


# The BSM BluePrint



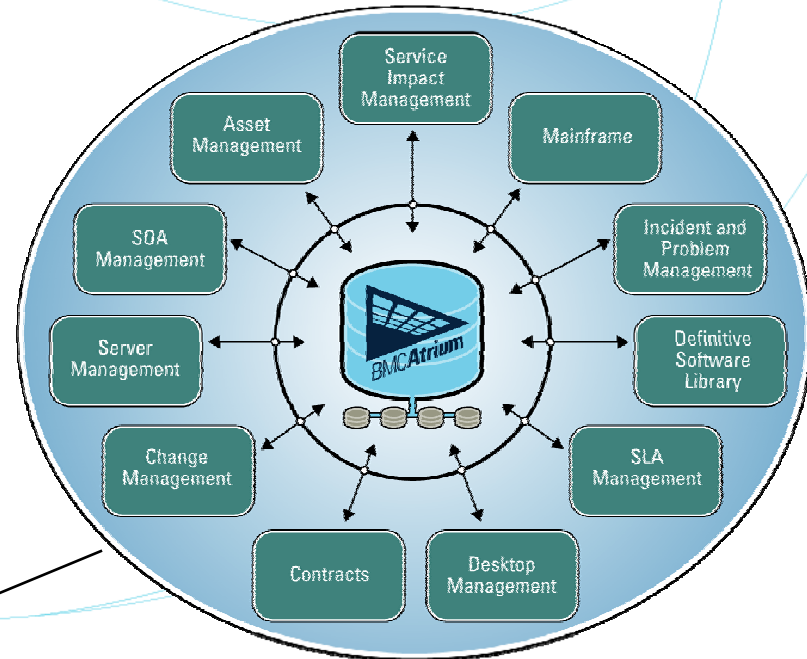
# BMC delivers an architecture designed for rapid and comprehensive integration

Typical bottoms-up, ad hoc integration (APIs and UIs)



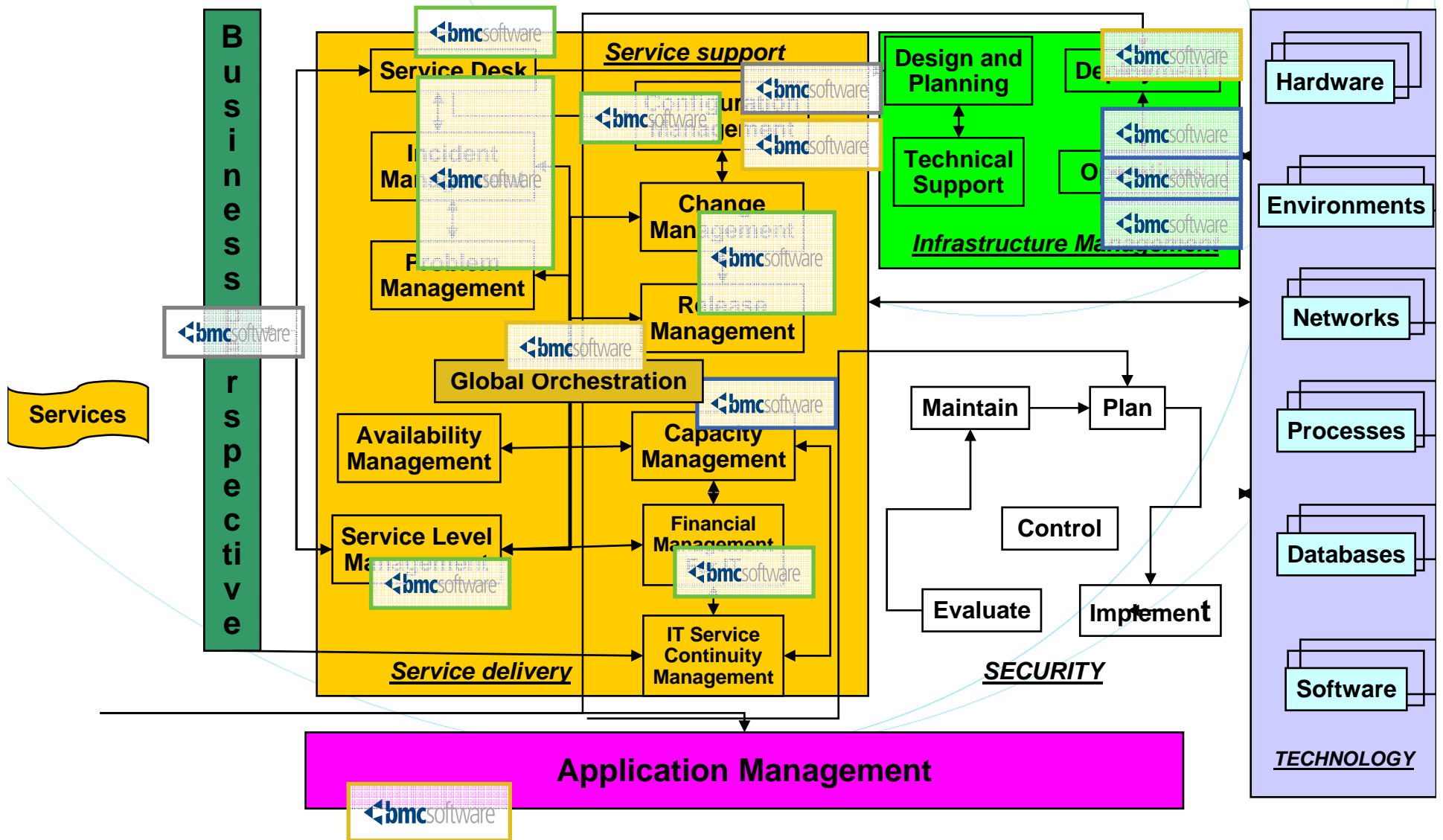
Prevents collaboration using common information

## BMC BSM Platform

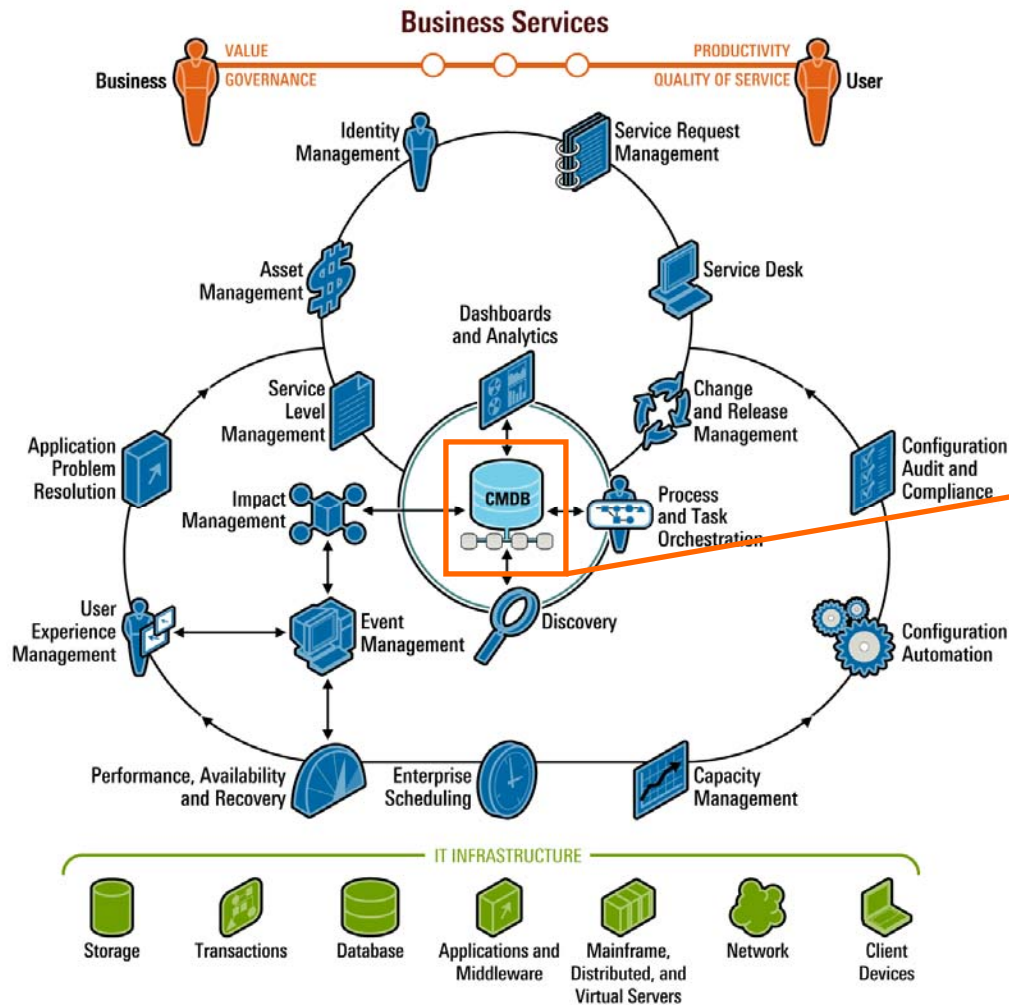


Architecture that brings functions together to enable more efficient IT processes to better support business needs

# ITIL Processes



# BMC® Atrium Configuration Management Database

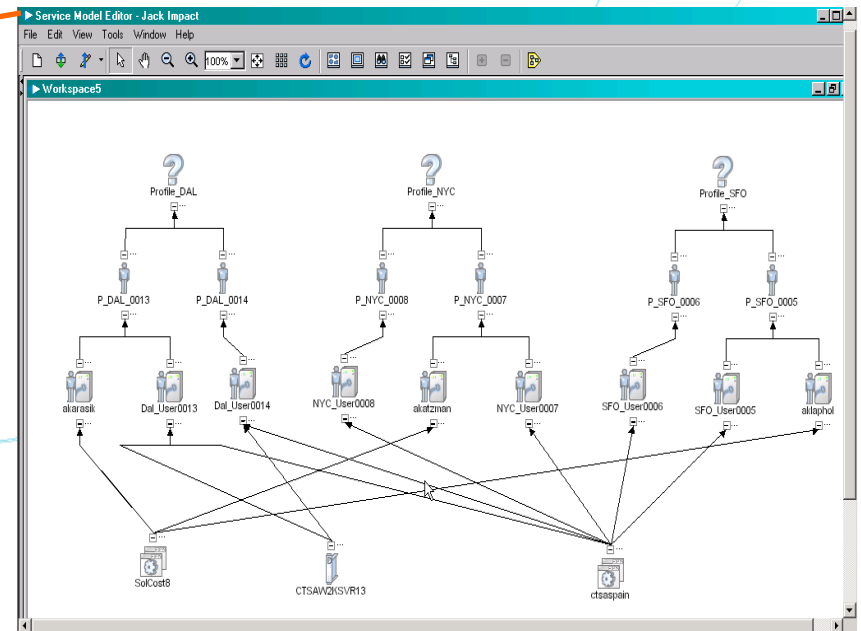


## Value Proposition

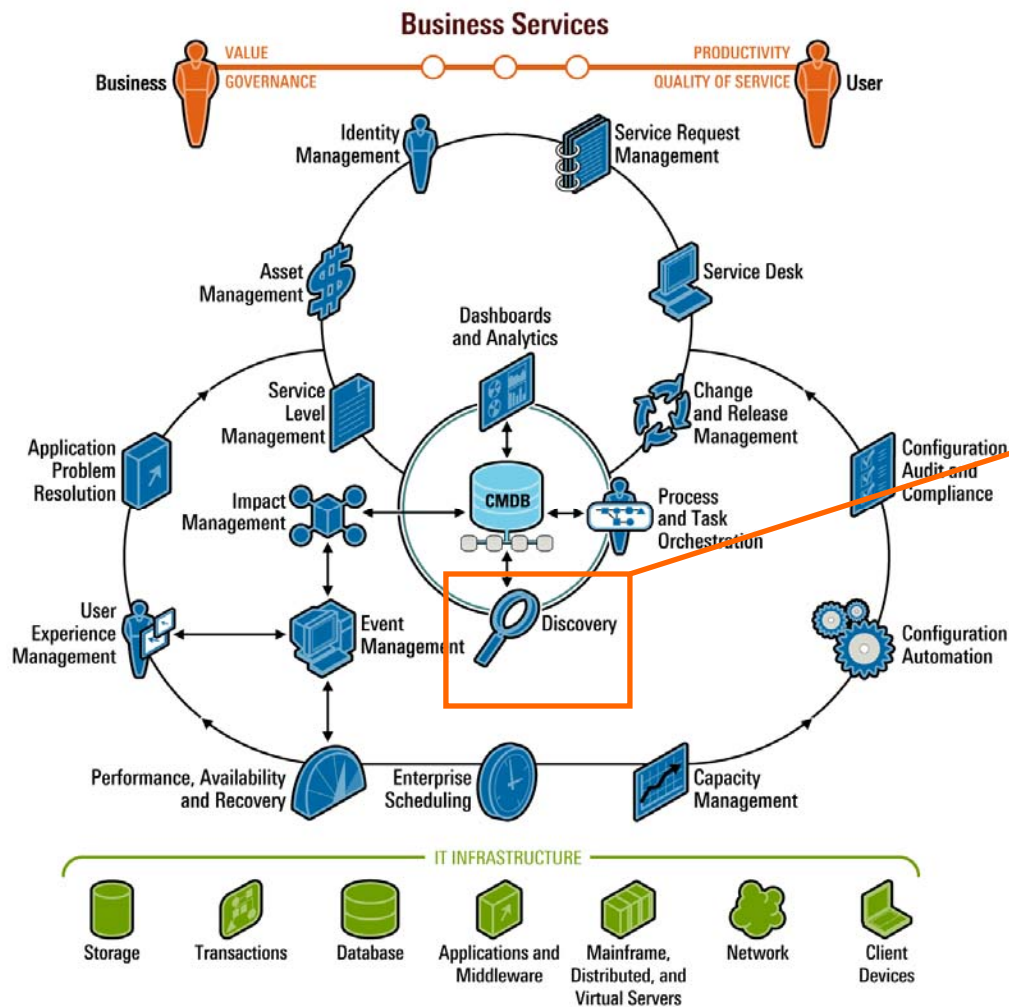
Gain the IT control needed to support your organization's business goals.

## Top-level description

The BMC® Atrium Configuration Management Database (CMDB) is an intelligent data repository that provides a working model of your enterprise IT infrastructure.



# BMC® Discovery

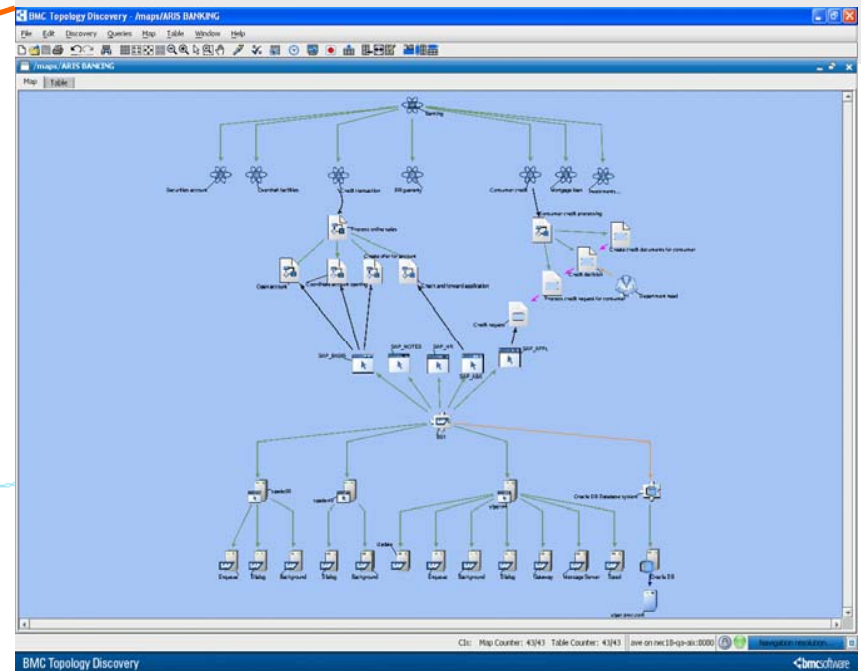


## Value Proposition

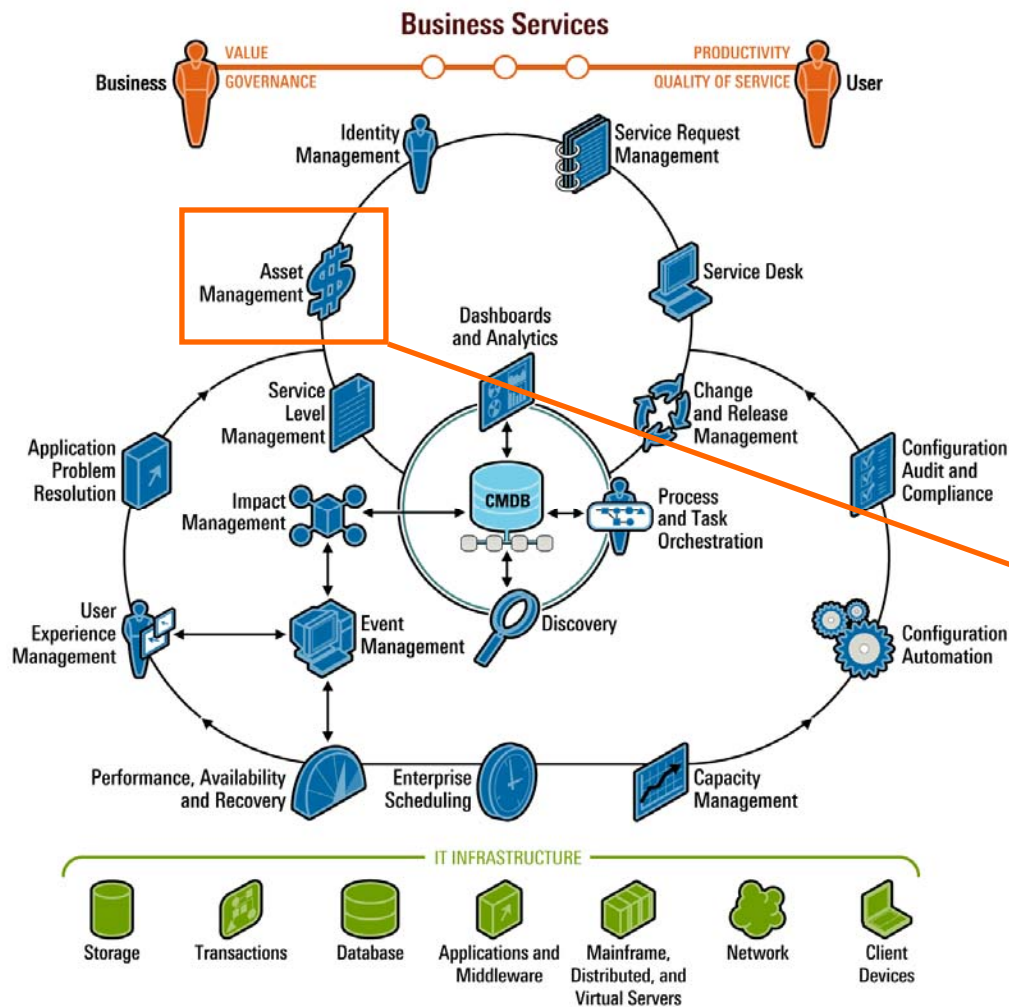
helps organizations overcome the obstacles associated with limited visibility and fragmentation by providing a scalable, sustainable solution for capturing, reconciling, and continuously updating the BMC® Atrium™ CMDB

## Top-level description

BMC® Discovery automatically discovers people, business processes, and IT infrastructure and relationships, as well as populates and maintains the BMC® Atrium™ CMDB.



# BMC Asset Management



## Value Proposition

Align asset portfolios to business needs, lower software license costs and compliance risk and avoid over- and under-purchasing of hardware and software

## Top-level description

BMC provides the most comprehensive, ITIL-integrated solution for physical, financial and contractual control of your assets to reduce TCO, mitigate compliance risk and accelerate CMDB time-to-value.

Definitive Software Library Console (Search)

Definitive Software Library Console

Company: [Dropdown] Search Criteria: [Dropdown] Manufacturer: [Dropdown] Origin: [Dropdown]  
 Model/Version: [Dropdown] Patch Last Build ID: [Dropdown]

Search [Clear All] Advanced Search

Product Dictionary Entries

Product Name	Model/Version	Manufacturer
Microsoft Office 97 Stand...		
Microsoft Office 97 Stand...		
Microsoft Office Develop...		
Microsoft Office Develop...		
1.0		
10.0		
Microsoft Office Tools		
Microsoft Office XP Profes...		
10.0.3520.0		
10.0.3520.0		
Microsoft Office XP Profes...		
10.0.2627.01		
Microsoft Office XP Small		
Microsoft Office XP Stand...		

More Information

Suite: [No] [Yes]  
 Company: [Global]  
 Product Name: Microsoft Office Developer's  
 Model/Version: 1.0  
 Manufacturer: Microsoft Corporation  
 Origin: Third Party  
 Version State: General Availability  
 CI Class: Software  
 Patch Build ID: 1.0.0  
 Patch Build Date: [Dropdown]  
 Patch Description: Bare Patch  
 Executable Name: odcb.exe  
 Requires Contract: [Yes] [No]

Related Suites

Product Name	Model/Version	Manufacturer

Product Files

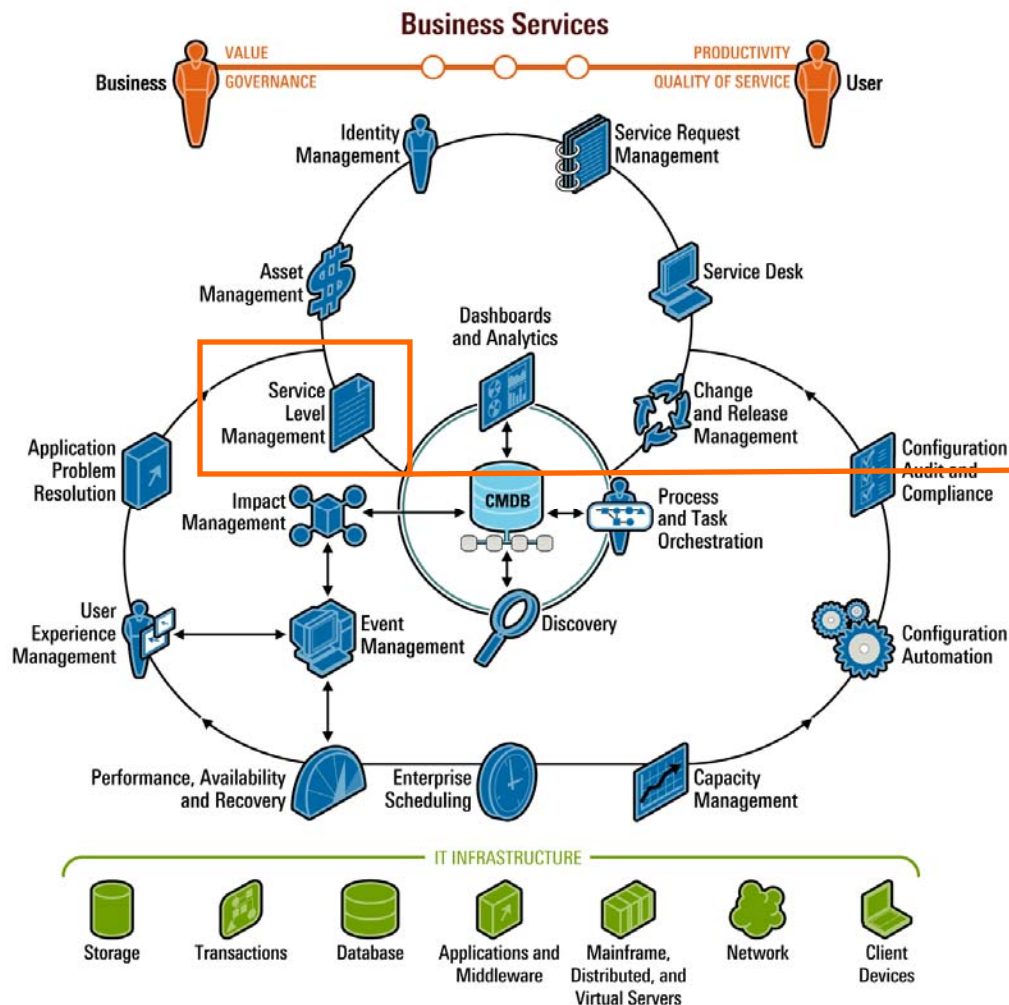
File Name	File Size
_msosbas.exe	3813
expand.exe	14001
reviewer2.exe	286704
decomp.exe	35044
tblview.exe	105005
dumptbl.exe	27547
autofd.exe	50002
salapp.exe	61395
salapp.exe	32808
lappdr.exe	23195
lappdr.exe	108725
lappout.exe	101241

Software Library Item

Description	Location	Type	State	Deployable



# BMC Service Level Management

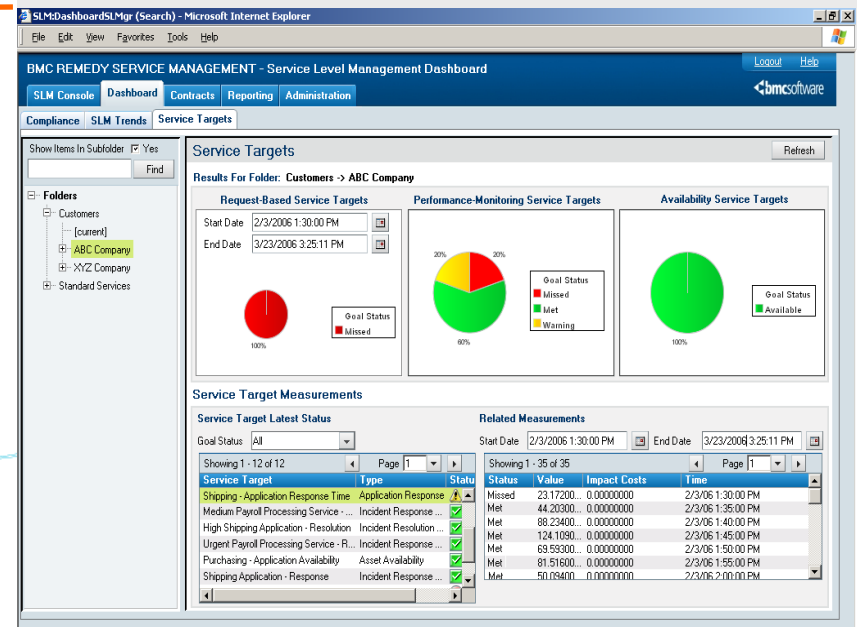


## Value Proposition

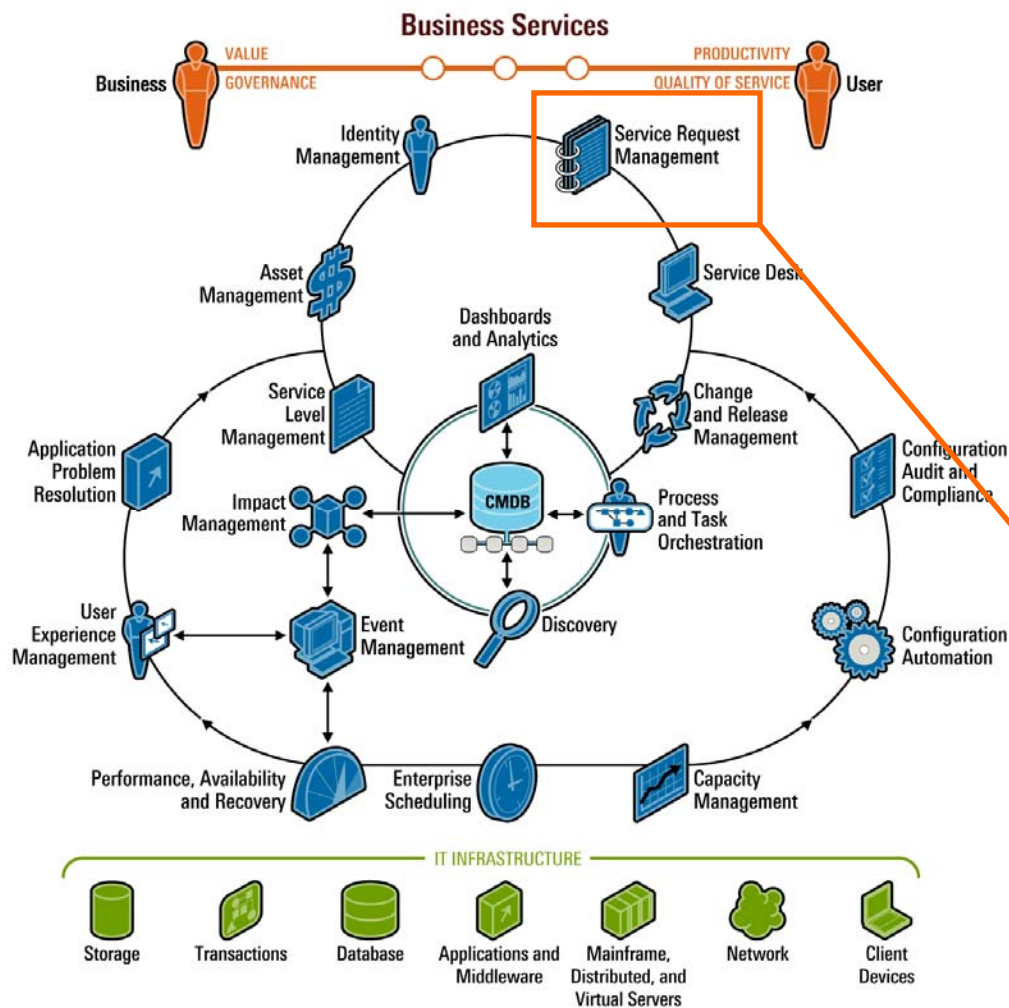
BMC Service Level Management helps customers align crucial IT infrastructure and service desk processes with the priorities of the business.

## Top-level description

BMC Service Level Management automates, monitors, and manages the entire range of service level agreement processes for commitments made between IT and the businesses or customers they support.

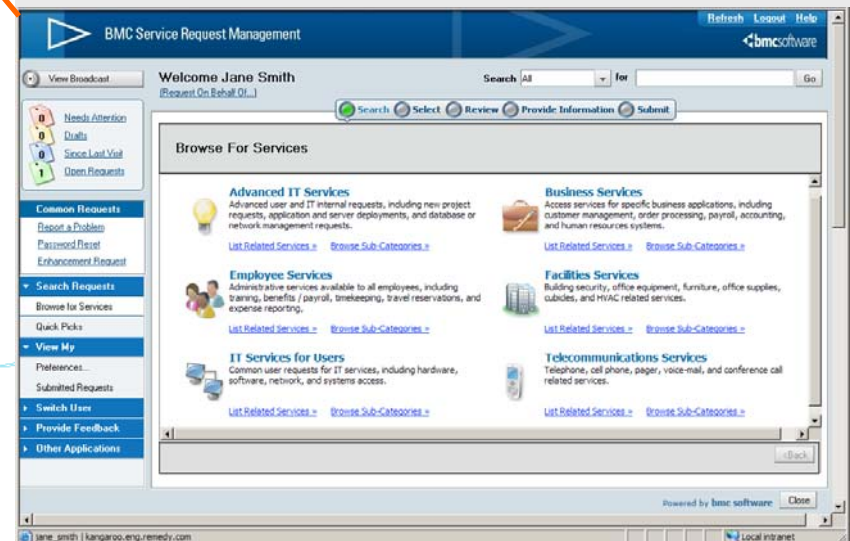


# BMC Service Request Management

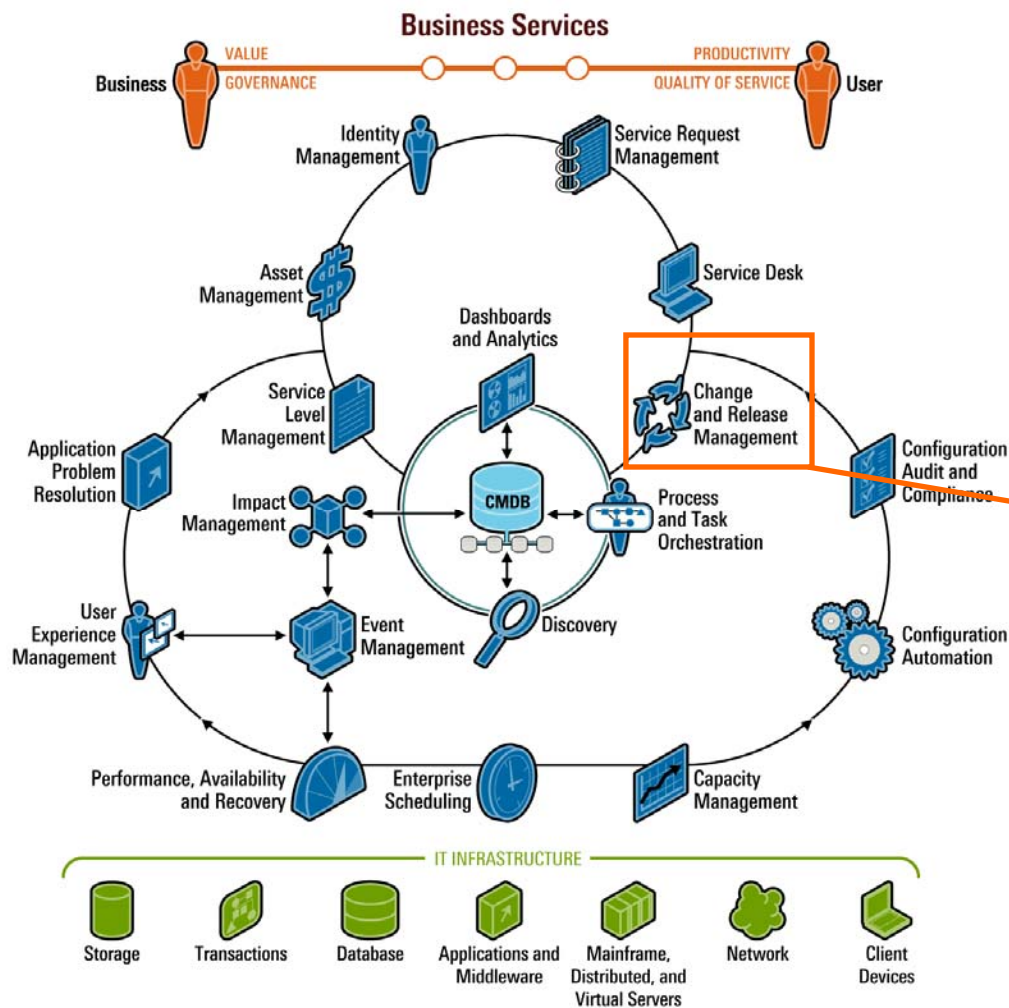


Value Proposition  
 Improve IT service efficiency by allowing employees to view, request, and track the status of service requests

Top-level description  
 BMC Service Request Management enables IT organizations to deliver greater self-help options to end users and IT employees by allowing them to view a catalog of "requestable" services; request those services; and track their status. BMC Service Request Management automates the full lifecycle of service request management, including integration to back-office fulfillment and change management, to increase service desk efficiency.



# BMC Change and Release Management



**Value Proposition**  
Standardize and automate the ITIL change management process

**Top-level description**  
BMC Change Process Management improves your ability to quickly implement IT changes; enforces policies to minimize business risk; and automates your change management process to meet ITIL best practices.

BMC REMEDY IT SERVICE MANAGEMENT - Change Management

Welcome, Merlin Money

Manager Console Support Console

Company: [Dropdown]

My Console

Search Criteria

Status: All Tasks

Dates: AnyTime

Advanced Search

Search Set to Defaults

Broadcast

6 entries returned - 6 entries matched

Company	Subject	Priority	Start Date
Ash_Company	BroadcastCh12	Medium	3/30/2008 12:00
Ash_Company	Broadcast15	Medium	3/30/2008 12:00

View Create Delete

14 entries returned - 14 entries matched

Task ID	Summary	Assignee	Priority	Status	Status Reason	Start Date
TAS00000000266	Backup User's System	Merlin Money	Low	Staged	Staging in Progress	
TAS00000000379	Backup User's System	Merlin Money	Low	Staged	Staging in Progress	
TAS00000000409	Backup User's System	Merlin Money	Low	Staged	Staging in Progress	
TAS00000000390	Check Inventory for Item	Merlin Money	Low	Staged		

Report Select All DeSelect All

Task Details Change Details

Task Type: Manual

Assigned Group: Peterbilt Support Group

Assignee: Merlin Money

Requested For: [Field]

Requested By: [Field]

Start Date: [Field]

End Date: [Field]

Work Info

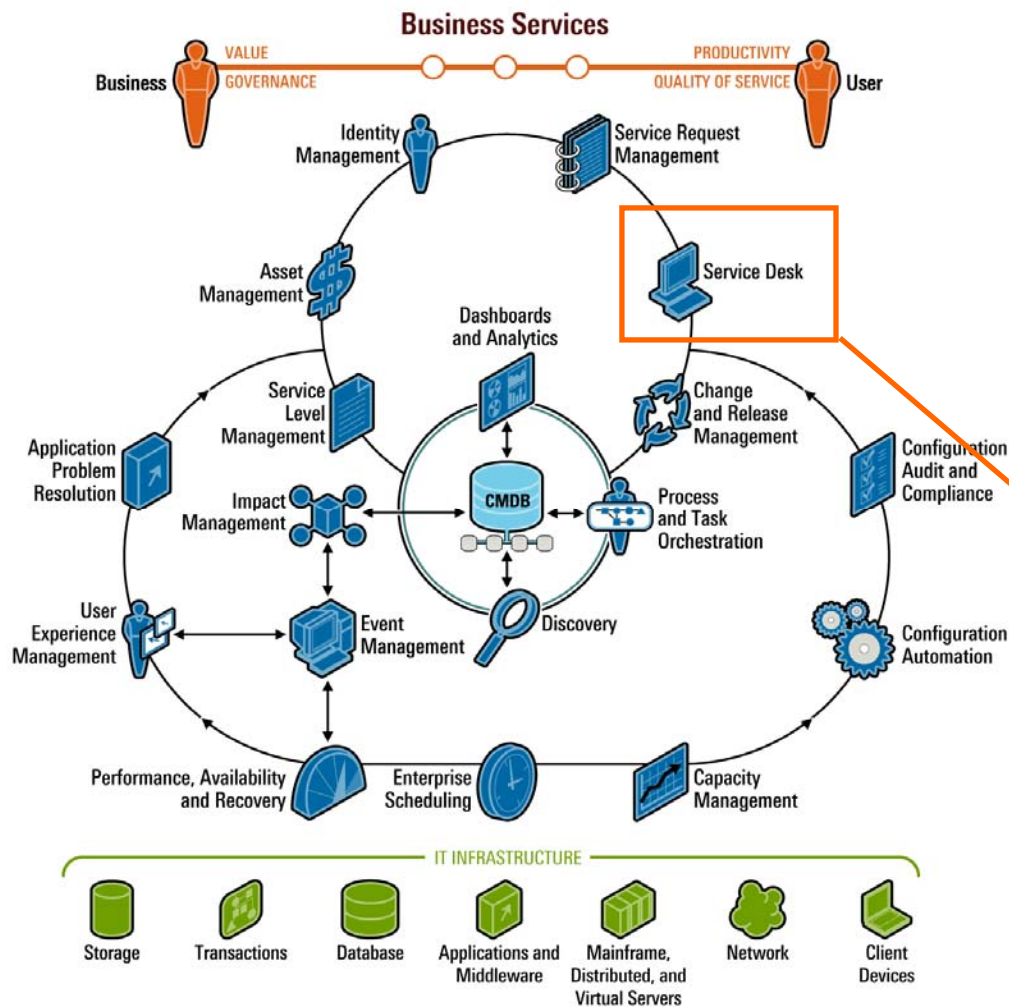
Dates: [Field]

0 entries returned - 0 entries matched

Type Summary Submitt Date

View Create

# BMC Service Desk



## Value Proposition

Improve the effectiveness of your service desk by standardizing and automating ITIL incident and problem management processes

## Top-level description

BMC Incident and Problem Process Management enables IT to respond quickly and efficiently to conditions that disrupt critical services by automating ITIL incident and problem management processes, so that your service desk can act as a single point of contact for user requests, user-submitted incidents, and IT operations.

Incident (New)

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

Incident Request

Quick Links

Assign to Me

Search

Select Operational

Select Product

Select Template

View Broadcast

Functions

Advanced Functions

Create Other Requests

Consoles

Incident ID\*+ INC000000000032

Process Flow Status

Identification and Recording

Investigation and Diagnosis

Resolution and Recovery

Incident Closure

Closed

SLM Status

Service Targets

Incident Request Information

Summary\* How do I stop the hard drives on a ... Status\* New Status Reason

Notes

Escalated? No Impact\* Priority\*

Urgency\* Weight\*

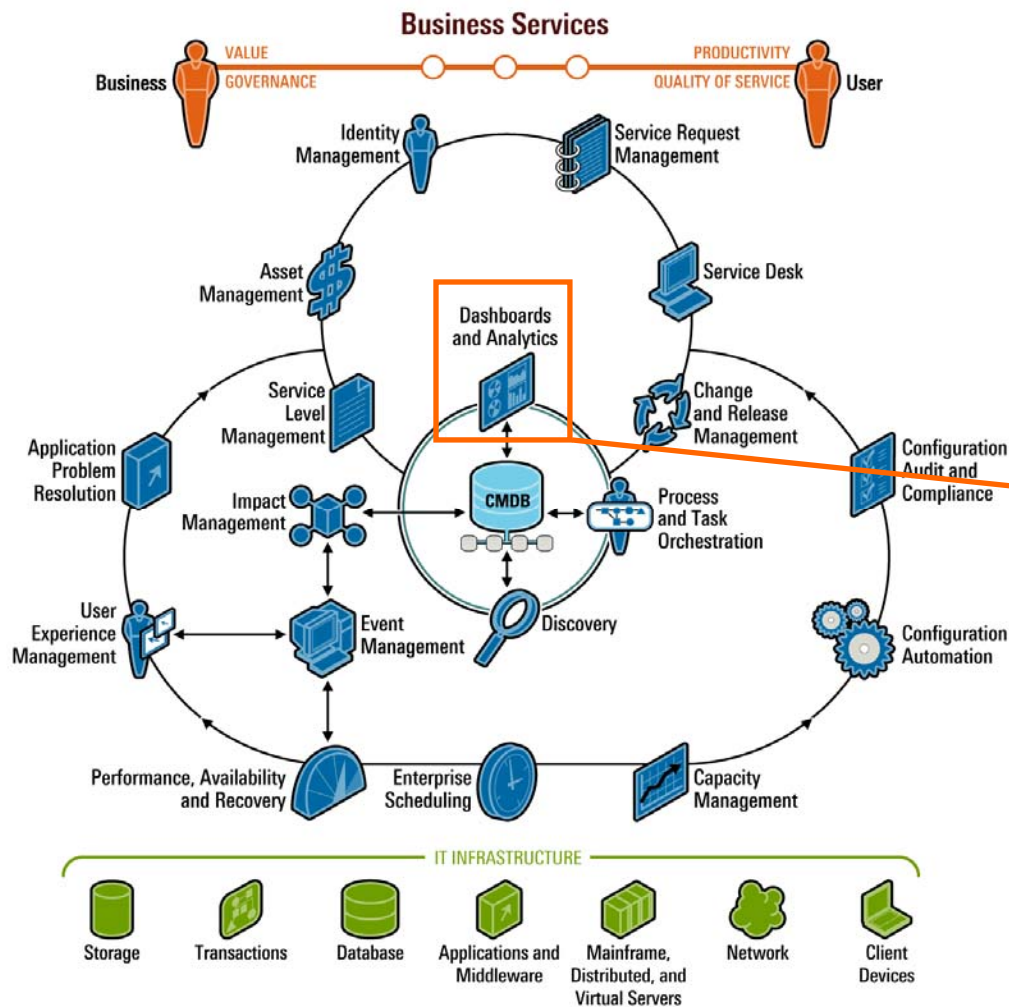
Customer | Contact | Classification | Work Info | Tasks | Assignment | Vendor | Relationships | Resolution | SLM | Date/System | Knowledge Base

Search Knowledge Base Resolution Check List

Refresh Search Retrieve KB Solution  Published  Draft  General Sensitivity 5  Auto Query

Score	Title	Category	Visibility Groups	Source
100	How do I stop and start hard drives in Windows 2000	Hardware/Component/Hard Drive	Internal, Self-Help	Publis
80	install hard drive on laptop	Hardware/Personal Computer/Desktop/Dimension/Dell Computer Corporation	Internal, Self-Help	Publis
38	How do I install a second, third, or fourth hard drive?	Software/Application/Third	Internal, Self-Help	Publis

# BMC Dashboard and Analytics



## Value Proposition

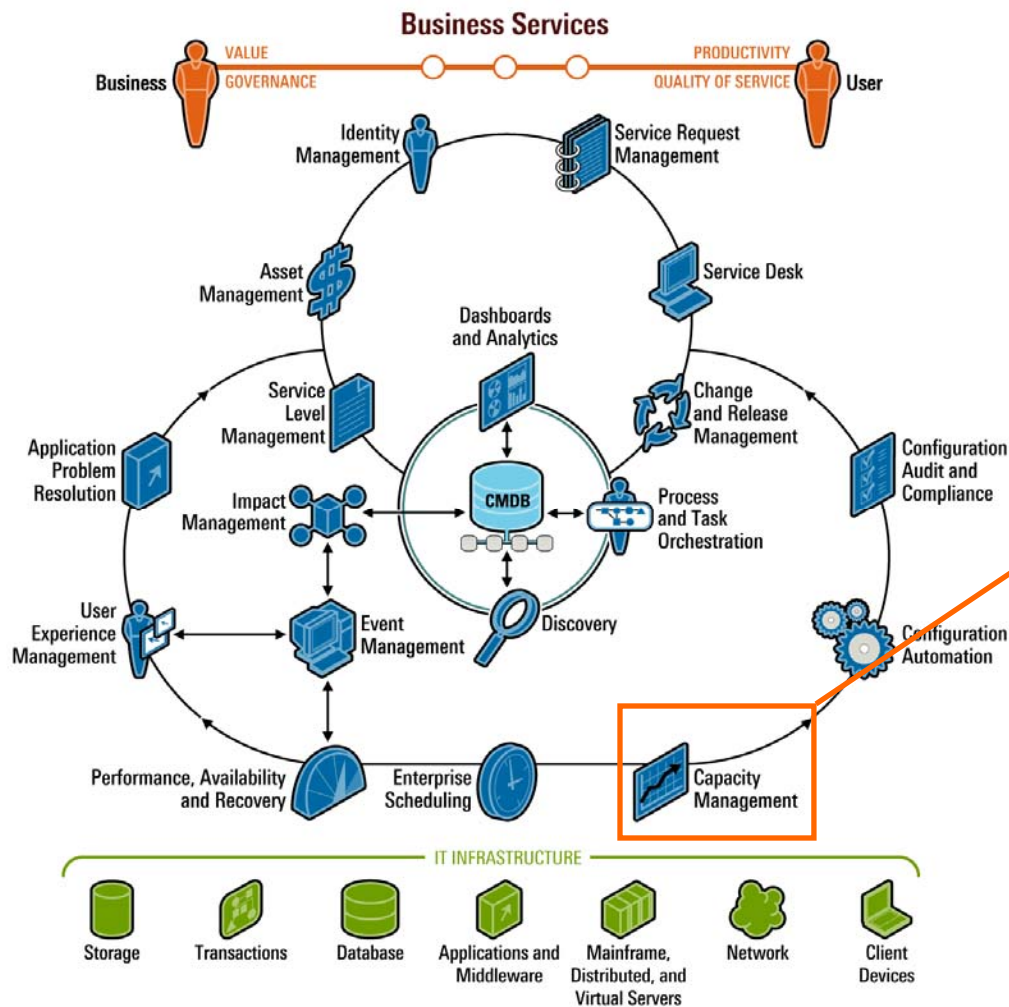
Understand through global real-time and historical views the performance of your IT

## Top-level description

BMC Dashboards and Analytics for BSM provide highly interactive, right-time access to key service support metrics to help IT management optimize decisions and accelerate the alignment of IT with business goals



# BMC Capacity Management

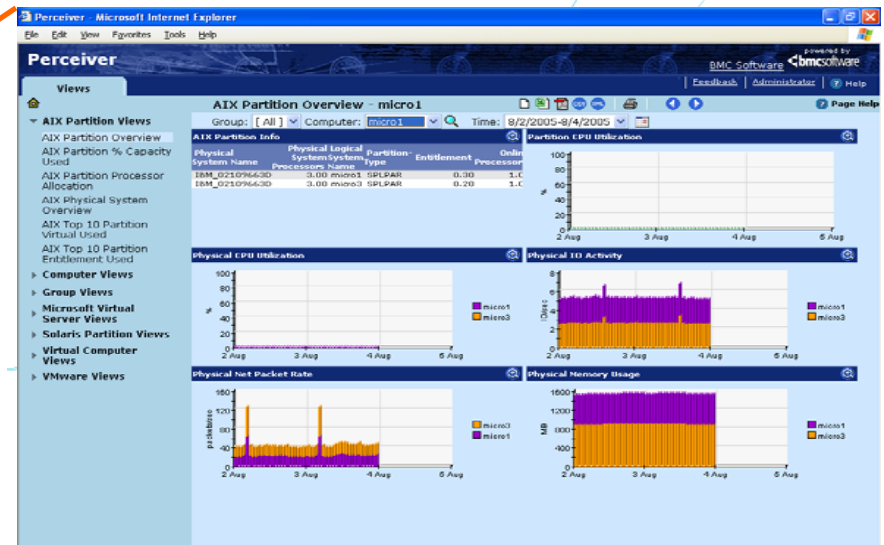


## Value Proposition

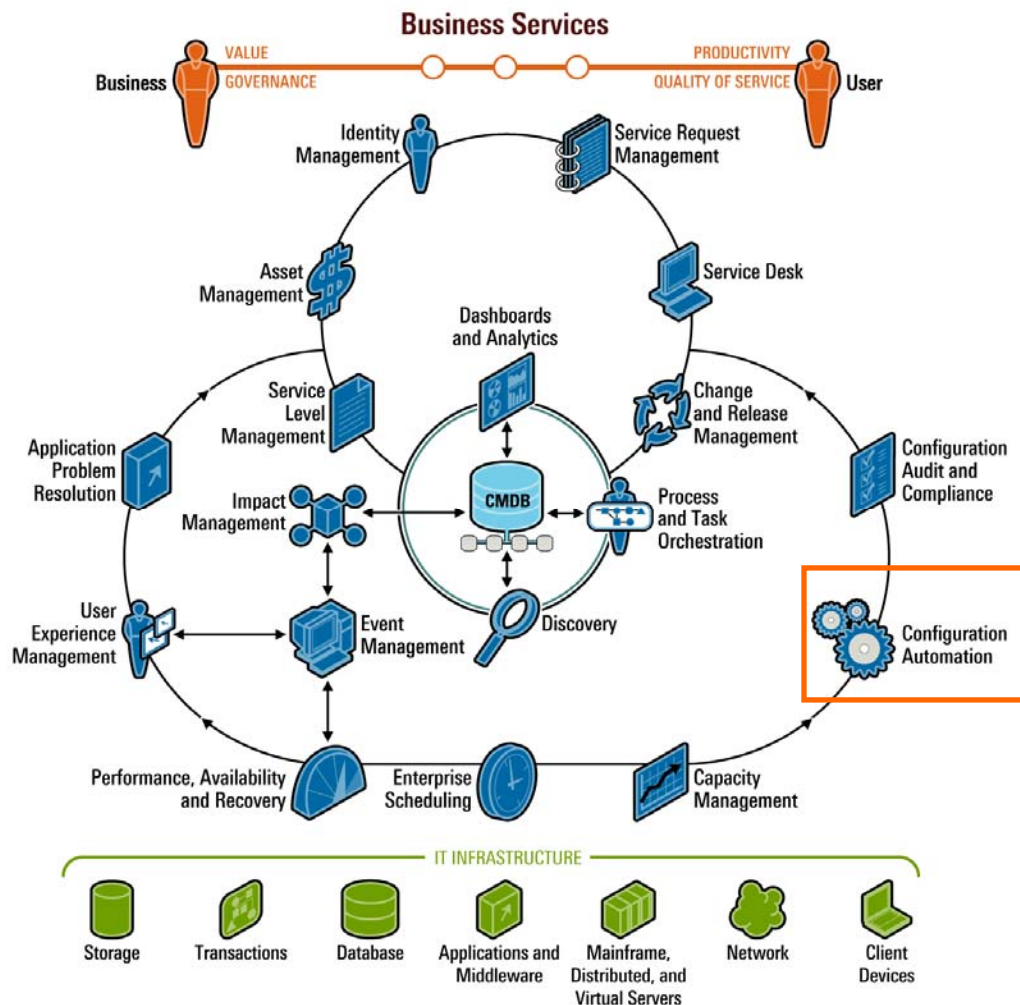
Ensure that capacity of IT infrastructure matches the evolving demands of the business in the most cost-effective, timely, and accurate manner

## Top-level description

Using advanced analytical techniques, BMC Performance Analysis and Capacity Management (Distributed) solutions analyze current and historical performance to enable prediction of future resource capacity needs, while optimizing IT resources to deliver higher service availability and performance.



# BMC BladeLogic Configuration Mgt

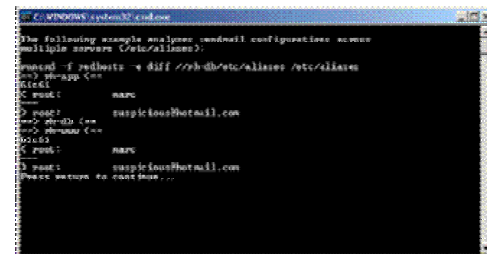
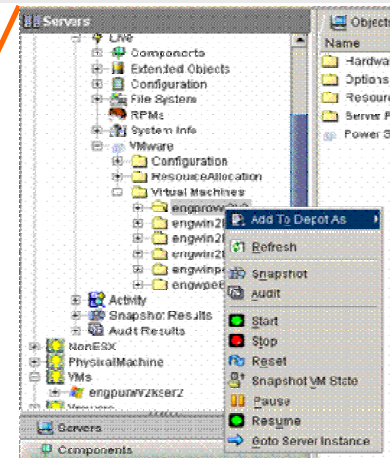


## Value Proposition

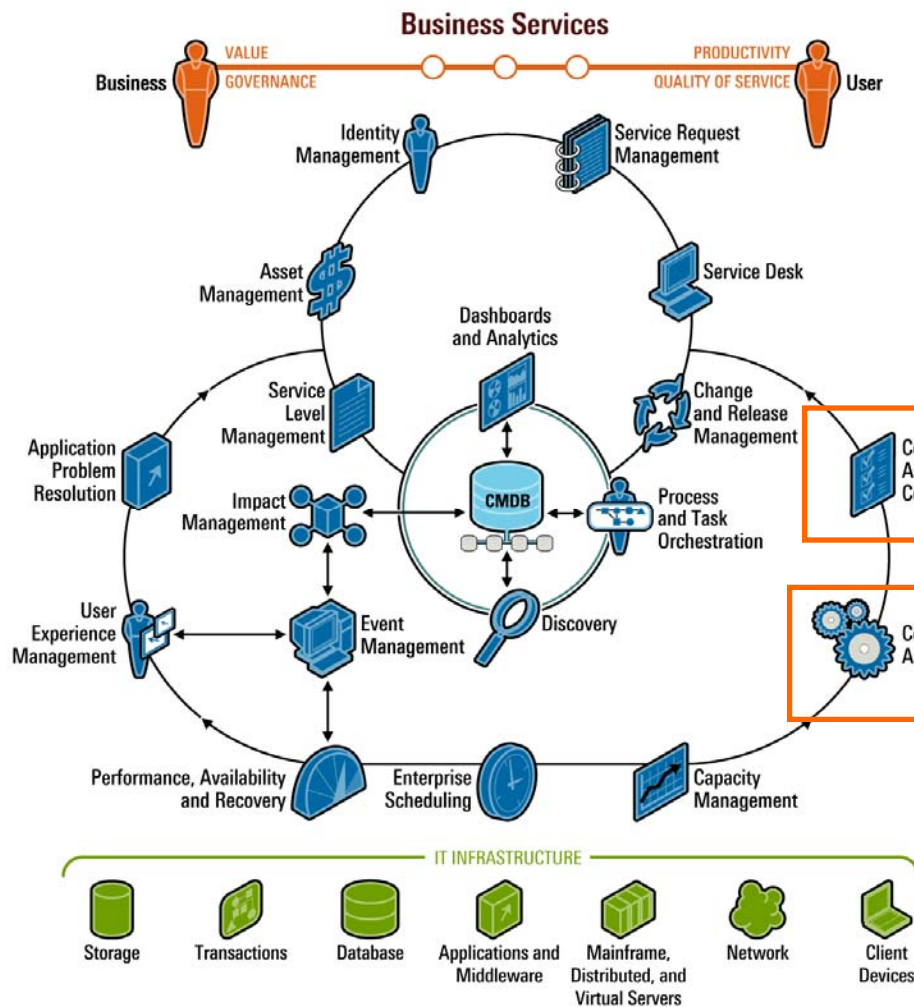
Configure business services — not just devices — to deliver complete services to the business faster, with lower risk and cost

## Top-level description

BMC Service Automation unifies configuration and compliance by automating repetitive, manual tasks (such as provisioning and patching). It reduces the margin for error and allows IT to get things done faster. It makes compliance standards and policies actionable.



# BMC BladeLogic Application Release & Deploy Mgt

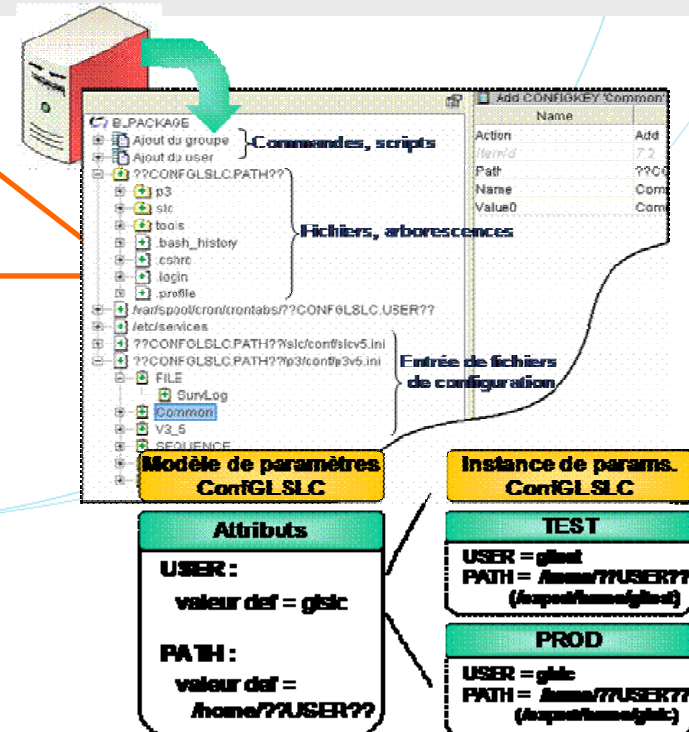


## Value Proposition

Deploy Applications faster and through the ITIL based automated process to reduce time to deploy & deliver

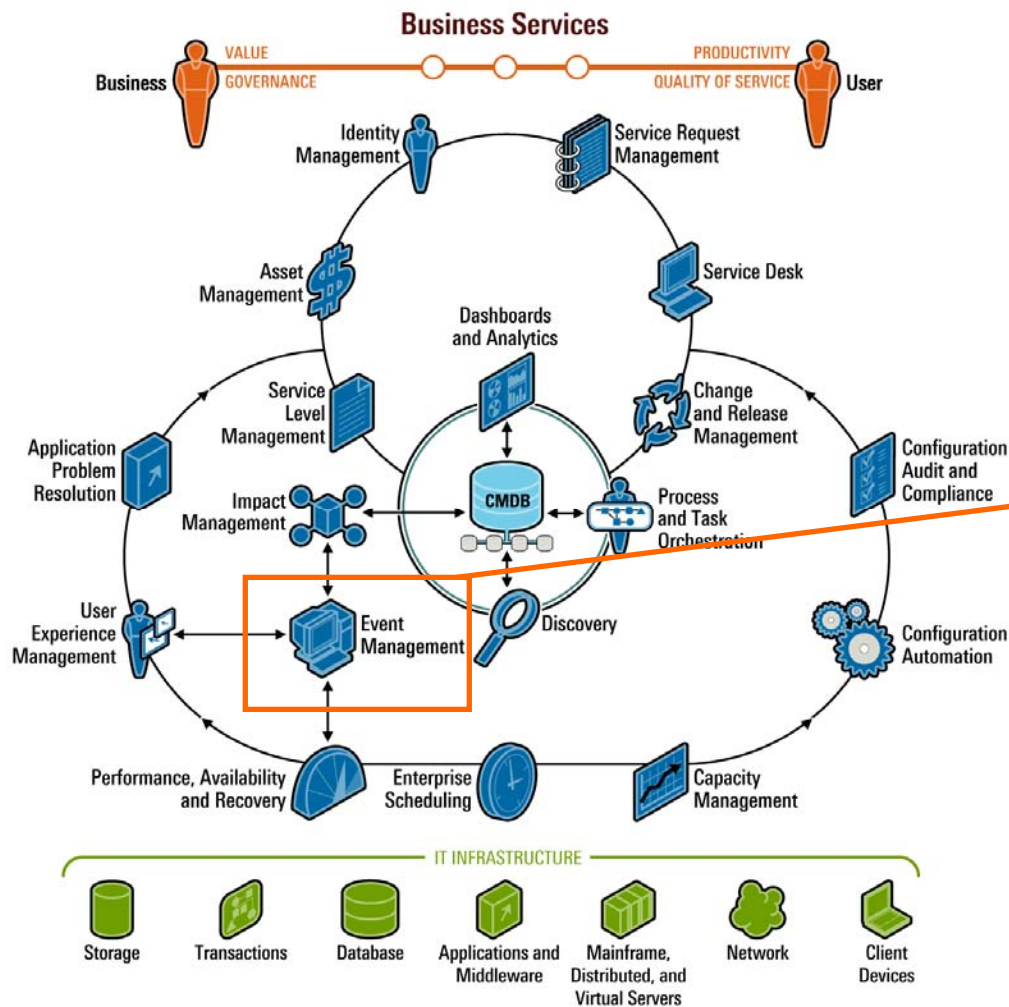
## Top-level description

BMC BladeLogic Release Management enables unified packaging and promotion of applications and infrastructures across dev, pre-production and production environments. Repeatable process and reduction of manual errors, and application quality of service greatly enhanced.



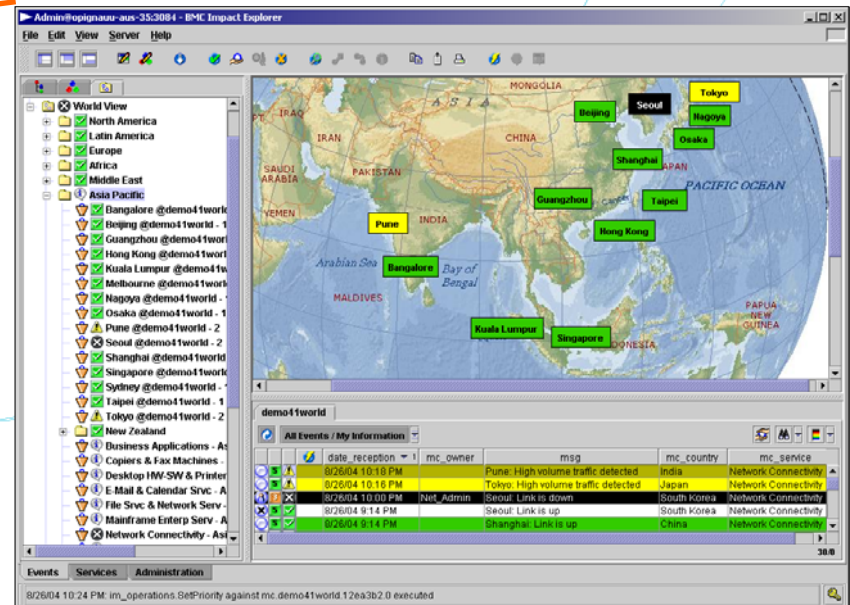


# BMC Event Management

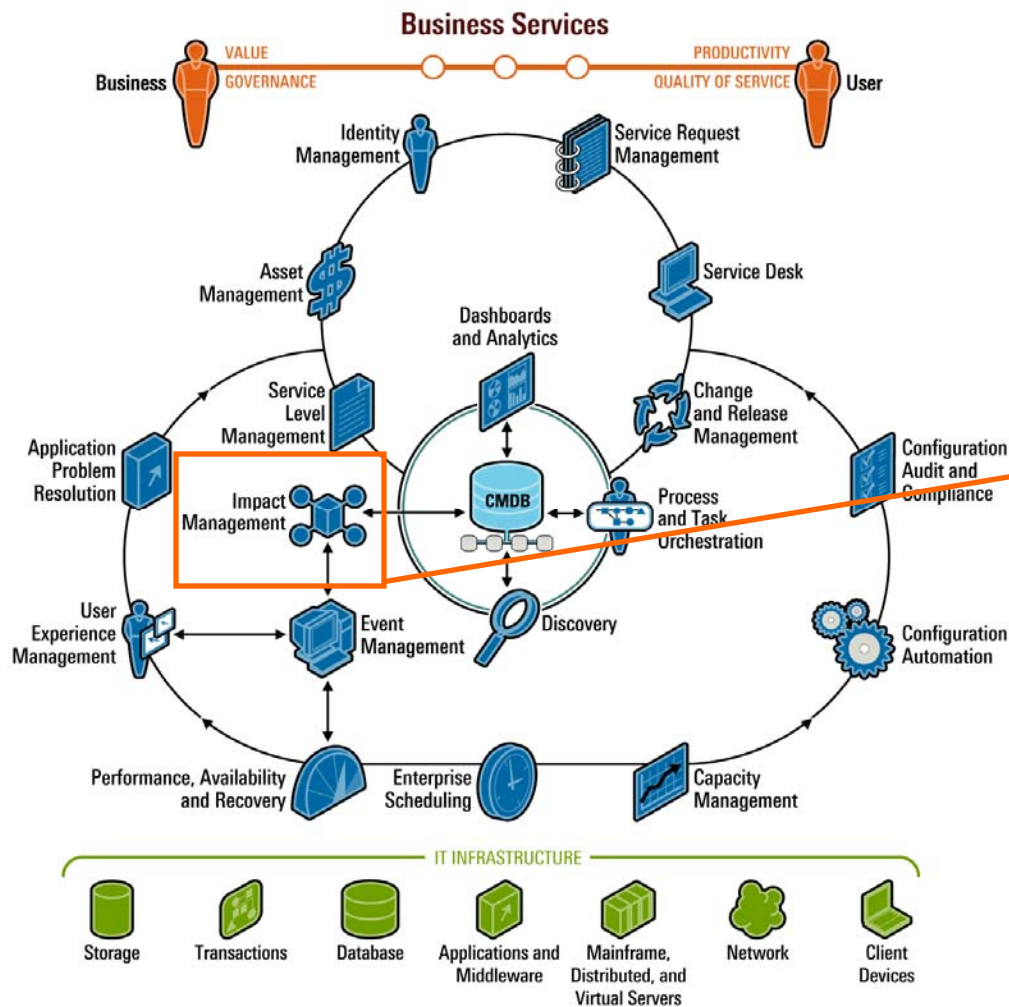


Value Proposition  
 Detect IT problems before they impact business services

Top-level description  
 BMC Event Management detects IT problems before there is an impact on critical IT services, and enables consolidation of events across mainframes, distributed systems, networks, databases, and applications.



# BMC Service Impact Management

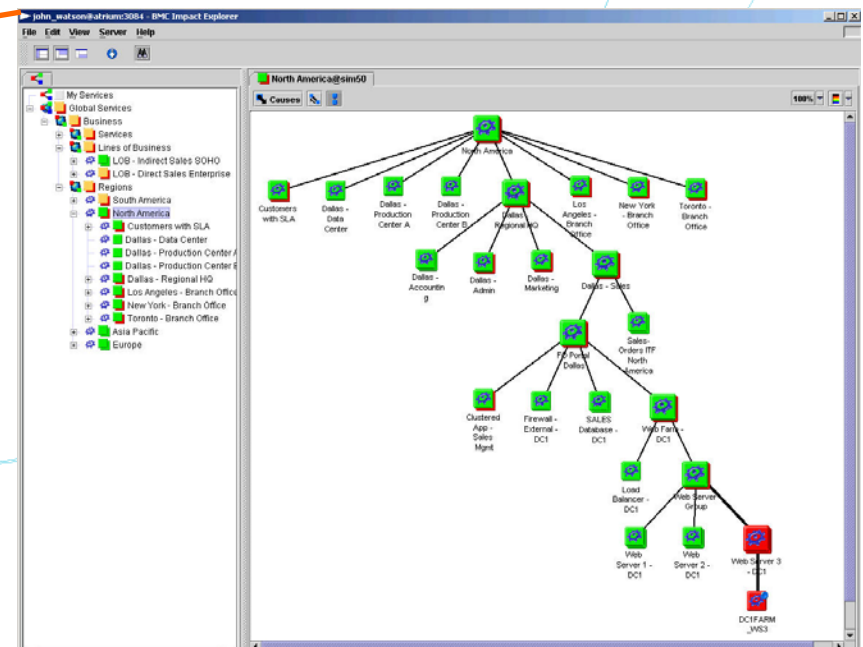


## Value Proposition

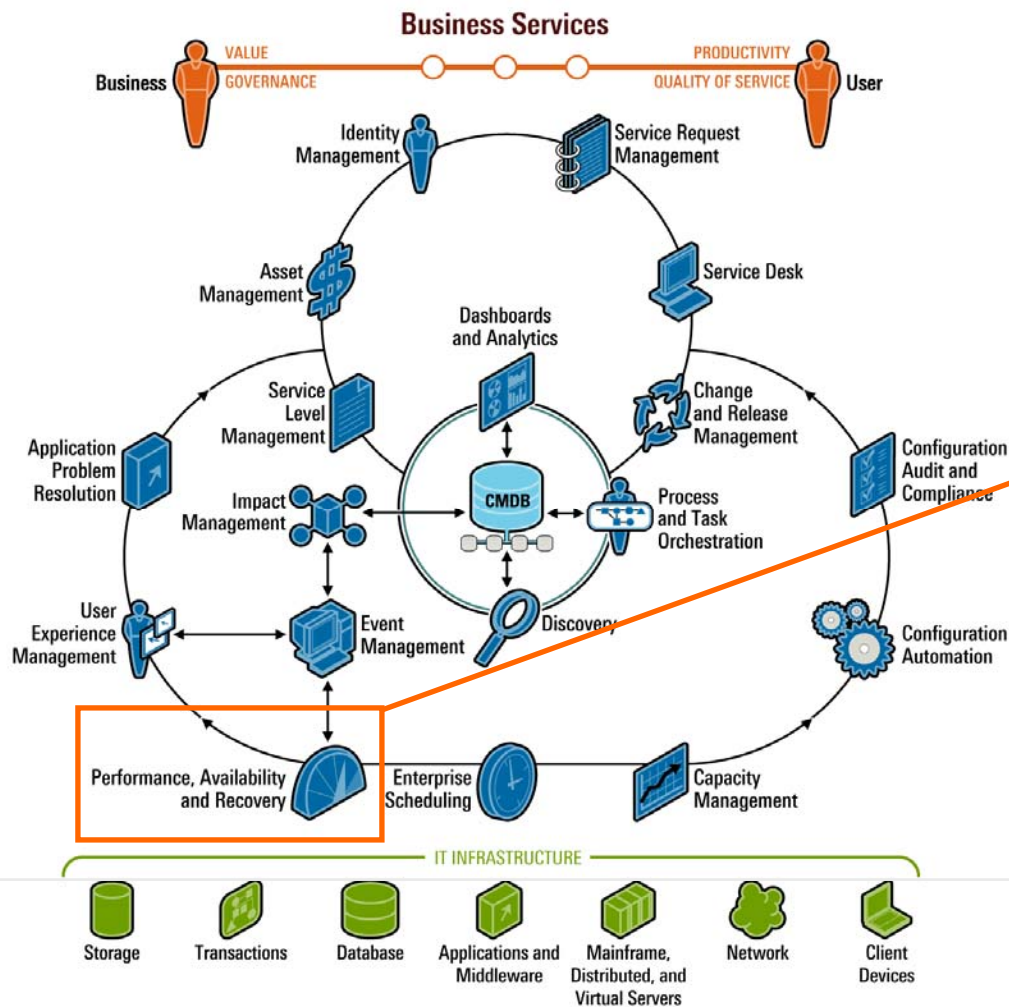
Prioritize actions based on their business impact.

## Top-level description

BMC Service Impact Management provides a unique solution to dynamically prioritize IT events based on business policies that define how those events truly impact the business, users, and the bottom line.



# BMC Performance and Availability Management



## Value Proposition

Monitor your IT infrastructure and automatically recover from service failures

## Top-level description

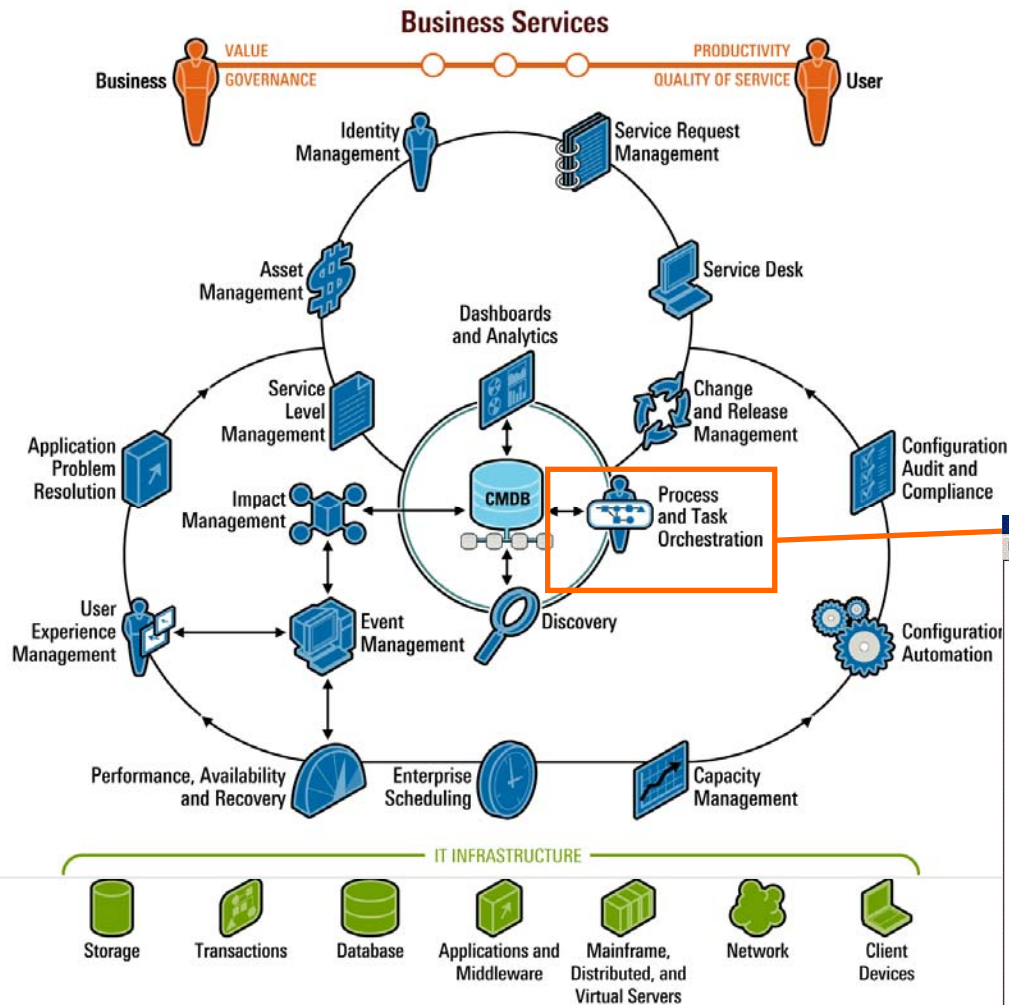
The BMC Infrastructure Performance and Availability Management solution for distributed systems ensures the optimal performance and availability of critical business services by monitoring your IT infrastructure and automatically recovering from service failures.

The screenshot shows the BMC Portal interface with the following details:

- Page Title:** BMC Portal - Status - fd-bensim - Microsoft Internet Explorer
- Address Bar:** https://fd-portal.cabro.ase/dmop/status/statusElementLevel/expand.do?collapse=true&instanceGuid=65c4232692bujaX090ex+4ssof5d9
- Navigation:** Status, Reports, Events, Configure
- Search:** fd-bensim
- Objects List:** Cabro > Business > Customer Facing Services > Online Retail Banking > Customer Support > Discount Equity Brokerage > Mass Marketing > Sales Force Automation > WWW Presence > Infrastructure Services > FMail Service > Extranet > Intranet > IT Security > IT Service Management > Internal Services > Catering > Employee Directory > Financial Management > Human Resources > Recently Selected > Dashboards
- Process Details:**
  - Process Name:** HPMercApp-Cleanup.exe
  - Process ID:** 7008
  - Process Execution Path:** c:\CPUloadSim\SimulationProce...
- Performance Metrics Table:**

Parameter	Currently	History
Process CPU Utilization	85.34 %	[Icon]
Process Handle Count	10 Handles	[Icon]
Process I/O Data Bytes	0.00 bytes/sec	[Icon]
Process ID	7008	[Icon]
Process ID Changed	0 (0-No Change, 1-Change)	[Icon]
Process Information	Process Name: HPMercApp-Cleanup.exe Process ID: 7008 Process Execution Path: c:\CPUloadSim\SimulationProce...	[Icon]
Process Memory Usage	172 KB	[Icon]
Process Page Faults	0.00 Page Faults/sec	[Icon]
Process Privileged Time	0 %	[Icon]
Process Status	1 (0-Down, 1-Up)	[Icon]
Process Thread Count	1 Threads	[Icon]

# BMC Run Book Automation & Orchestration



## Value Proposition

Automate the global run book production orchestration across all disciplines and locations

## Top-level description

Organize through a graphical studio workflow all actions and product integrations by orchestrating the changes, release, management,..tasks across all applications, servers, networks, storage, devices,...

