Value proposition
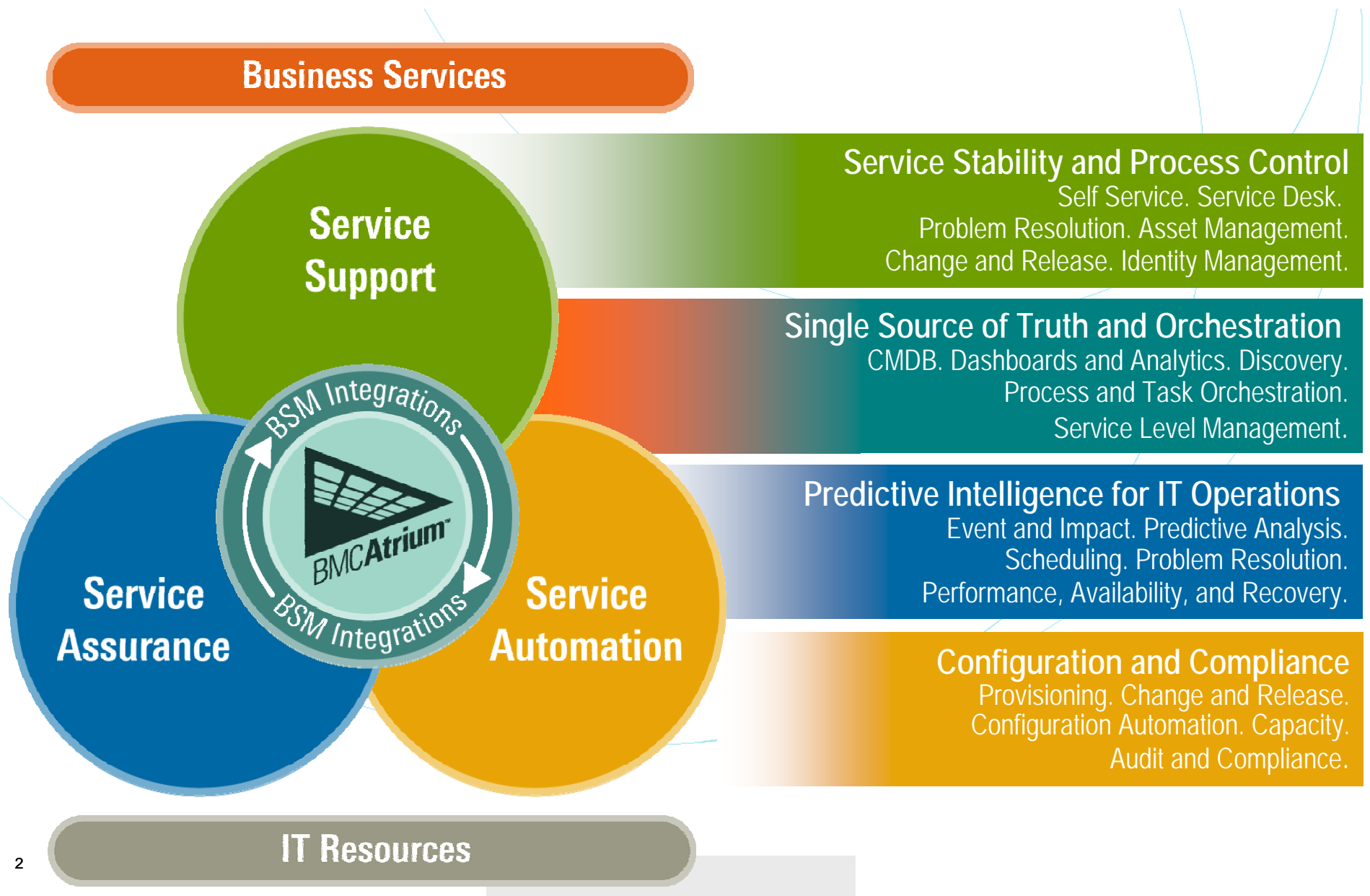
bmcsoftware
ACTIVATE BUSINESS WITH THE POWER OF I.T.™

BMC - Business Service Management Platform

Business Services

Service Support

Service Assurance

Service Automation

BSM Integrations
BSM Integrations

BMC**Atrium**™

Service Stability and Process Control
Self Service. Service Desk.
Problem Resolution. Asset Management.
Change and Release. Identity Management.

Single Source of Truth and Orchestration
CMDB. Dashboards and Analytics. Discovery.
Process and Task Orchestration.
Service Level Management.

Predictive Intelligence for IT Operations
Event and Impact. Predictive Analysis.
Scheduling. Problem Resolution.
Performance, Availability, and Recovery.

Configuration and Compliance
Provisioning. Change and Release.
Configuration Automation. Capacity.
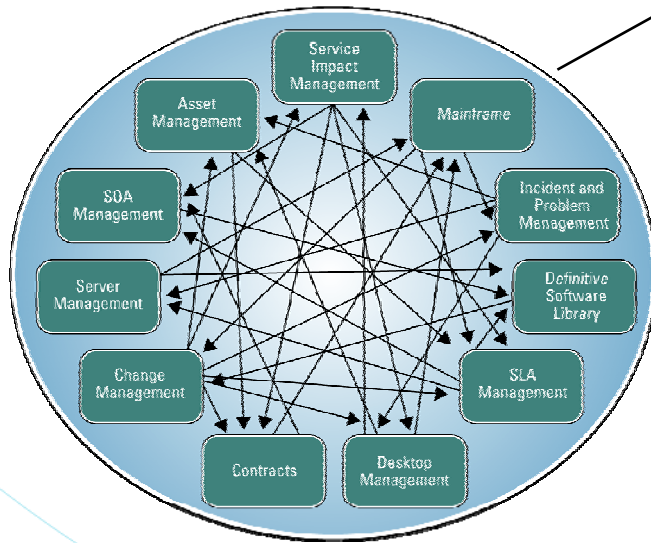Audit and Compliance.
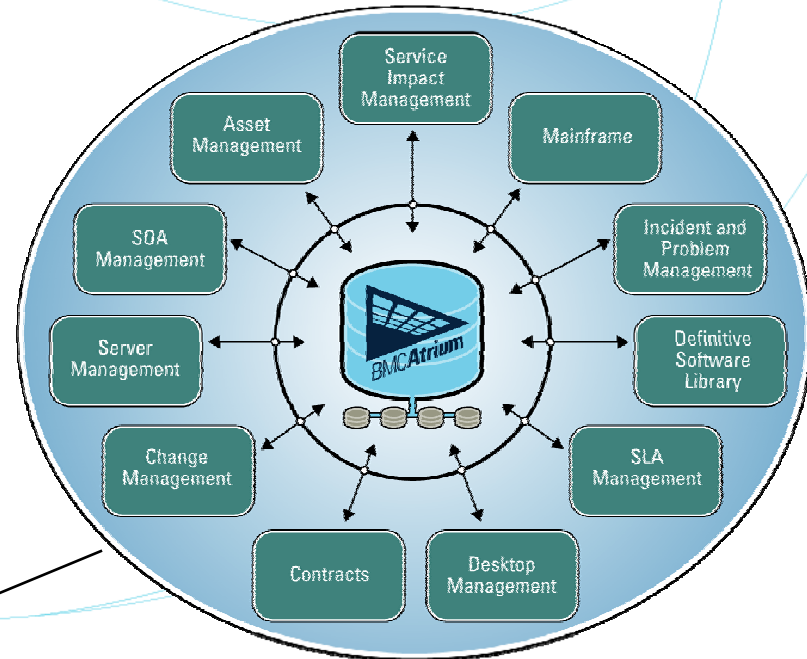
IT Resources

The BSM BluePrint

BMC delivers an architecture designed for rapid and comprehensive integration

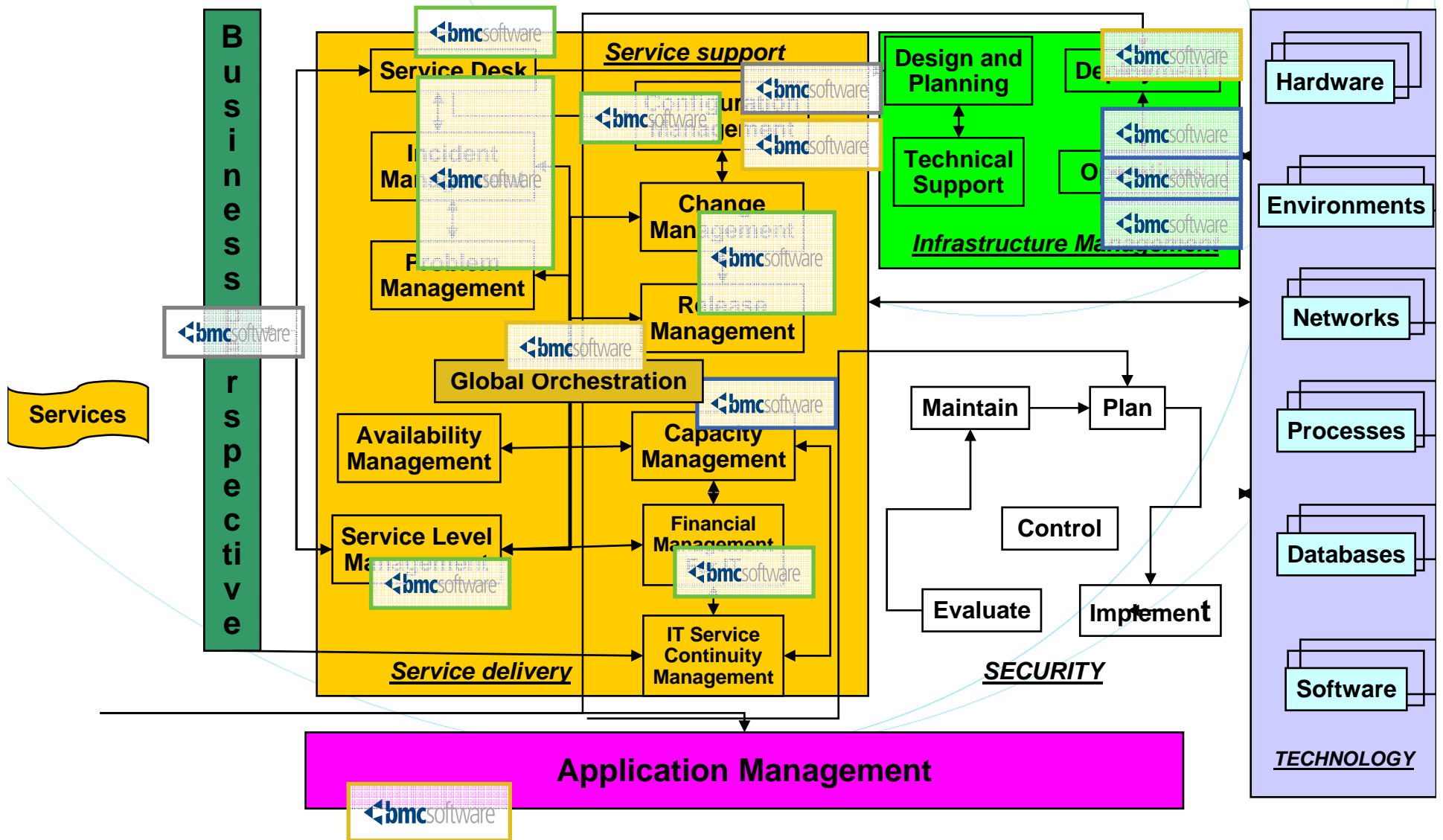Typical bottoms-up, ad hoc integration (APIs and UIs)

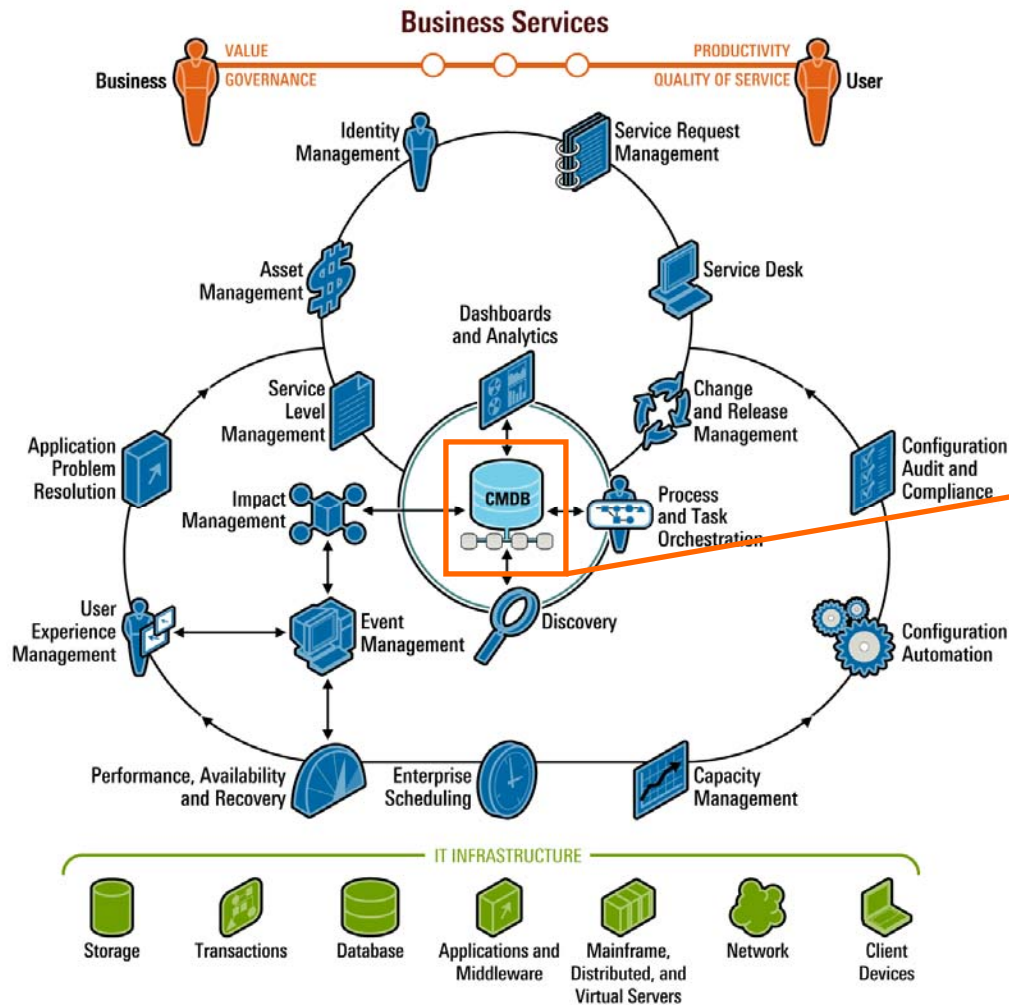Prevents collaboration using common information

BMC BSM Platform

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

ITIL Processes

Services

Business Perspective

Service support

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Global Orchestration

Service delivery

- Availability Management
- Service Level Management
- Capacity Management
- Financial Management
- IT Service Continuity Management

Infrastructure Management

- Design and Planning
- Technical Support
- Deployment
- Operations

SECURITY

- Maintain → Plan
- Evaluate
- Control
- Implement

Application Management

TECHNOLOGY

- Hardware
- Environments
- Networks
- Processes
- Databases
- Software

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5

BMC® Atrium Configuration Management Database

Business Services

VALUE — GOVERNANCE — Business | PRODUCTIVITY — QUALITY OF SERVICE — User

Identity Management · Service Request Management · Service Desk · Asset Management · Dashboards and Analytics · Service Level Management · Change and Release Management · Configuration Audit and Compliance · Application Problem Resolution · Impact Management · CMDB · Process and Task Orchestration · User Experience Management · Event Management · Discovery · Configuration Automation · Performance, Availability and Recovery · Enterprise Scheduling · Capacity Management

IT INFRASTRUCTURE

Storage · Transactions · Database · Applications and Middleware · Mainframe, Distributed, and Virtual Servers · Network · Client Devices

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.

6

BMC® Discovery

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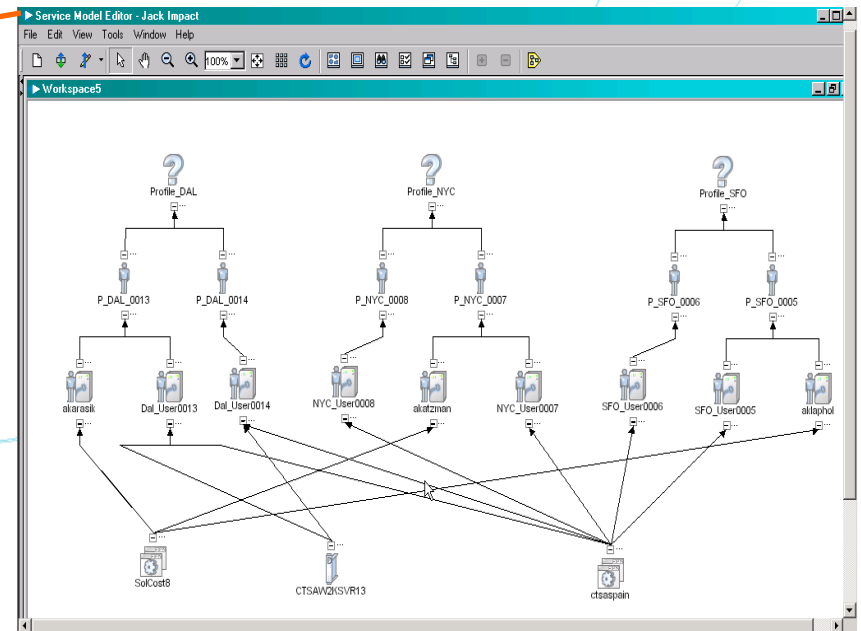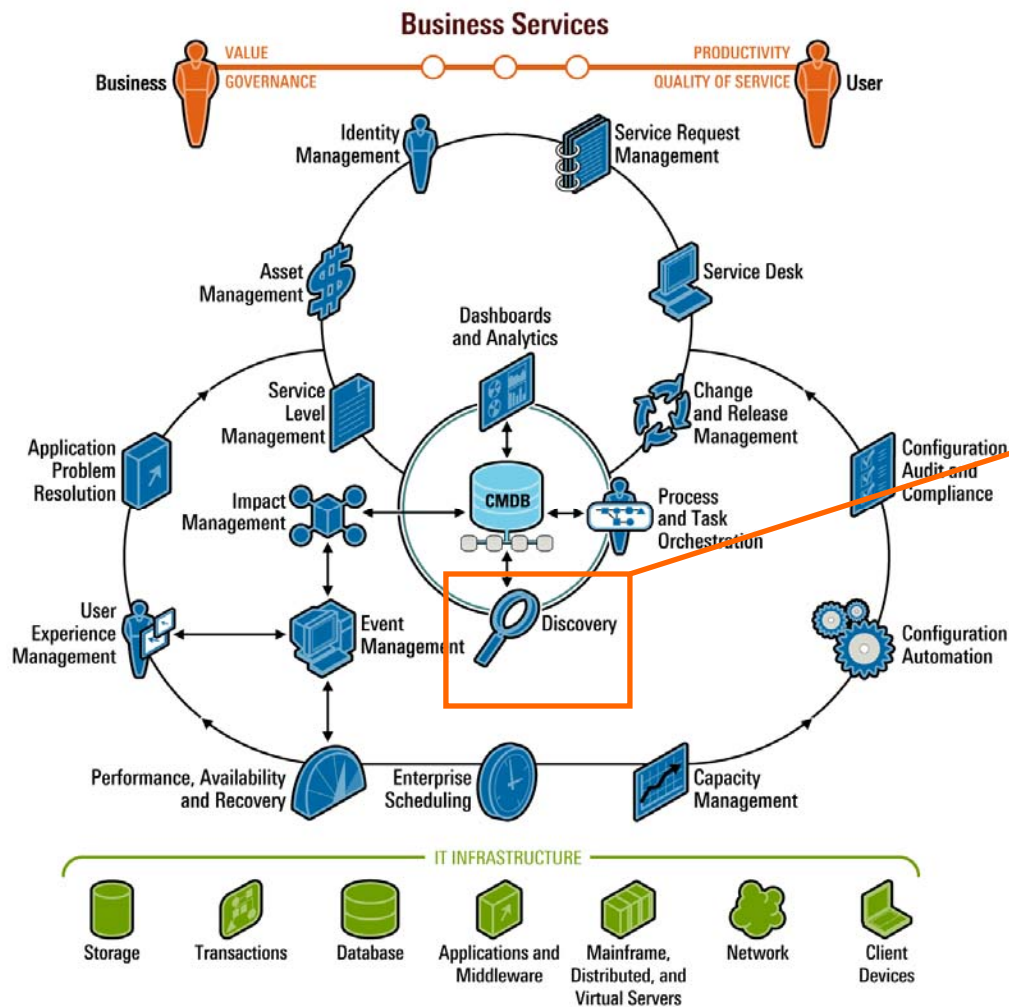
Value Proposition
helps organizations overcome the obstacles associated with limited visibility and fragmentation by providing a scalable, sustainable solution for capturing, reconciling, and continuously updating the BMC® Atrium™ CMDB

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

Business Services

Value · Governance — Business
Productivity · Quality of Service — User

Identity Management · Service Request Management · Service Desk · Asset Management · Dashboards and Analytics · Service Level Management · Change and Release Management · Configuration Audit and Compliance · Application Problem Resolution · Impact Management · CMDB · Process and Task Orchestration · User Experience Management · Event Management · Discovery · Configuration Automation · Performance, Availability and Recovery · Enterprise Scheduling · Capacity Management

IT INFRASTRUCTURE
Storage · Transactions · Database · Applications and Middleware · Mainframe, Distributed, and Virtual Servers · Network · Client Devices

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.

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.
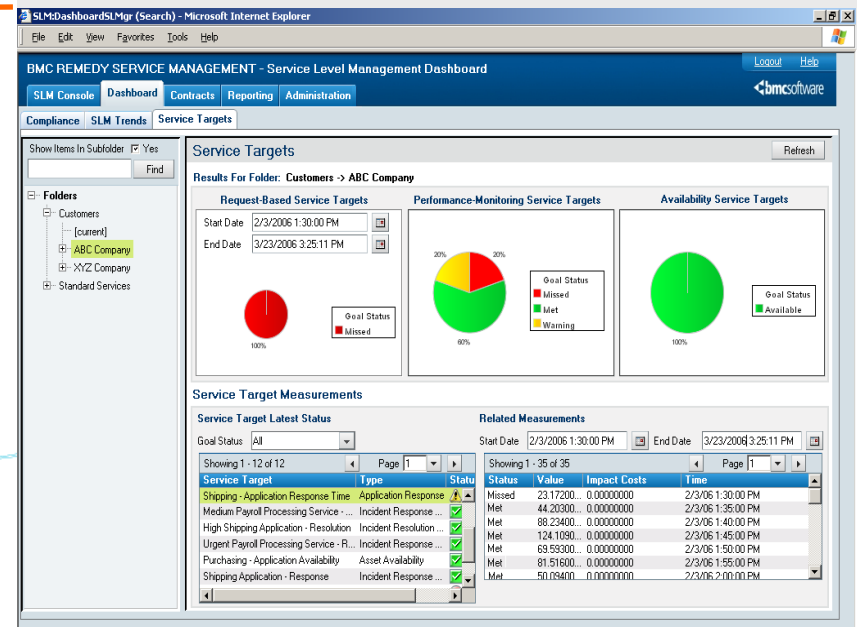
BMC Service Request Management
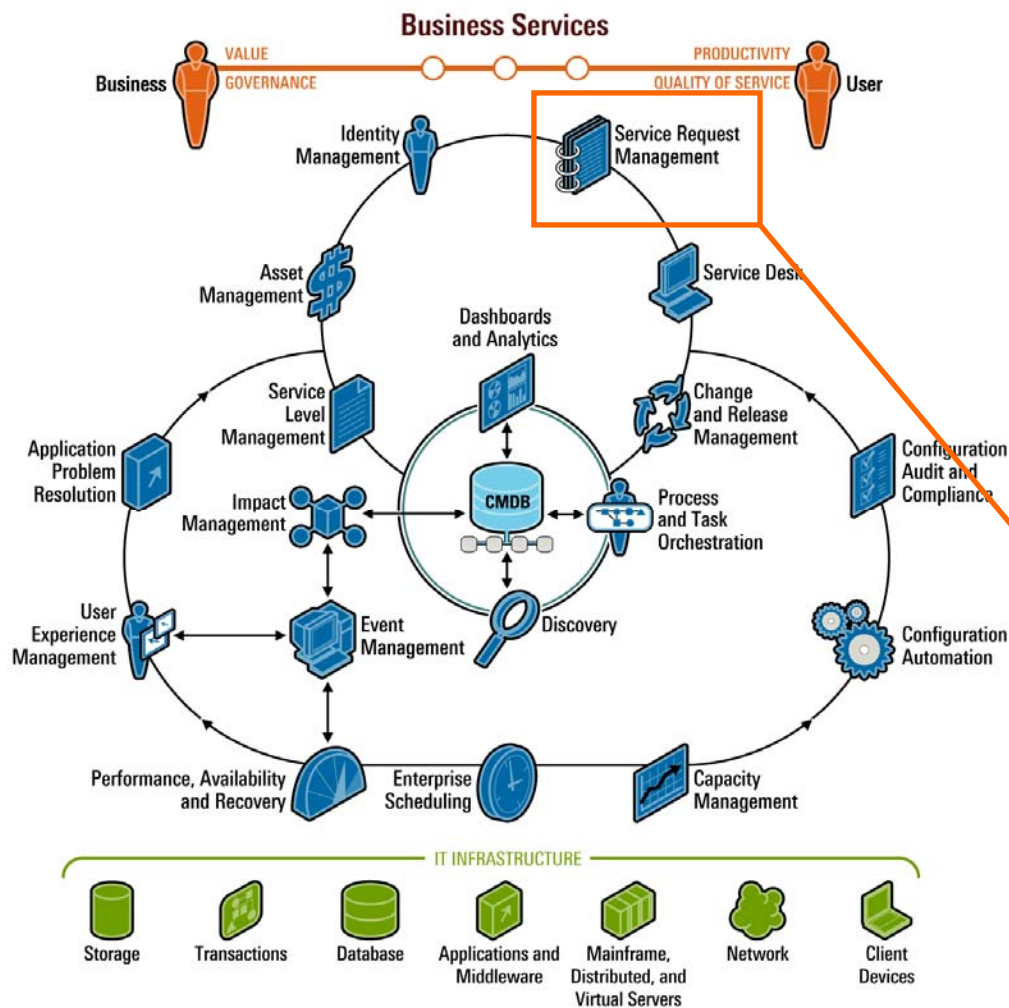
Value Proposition

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.
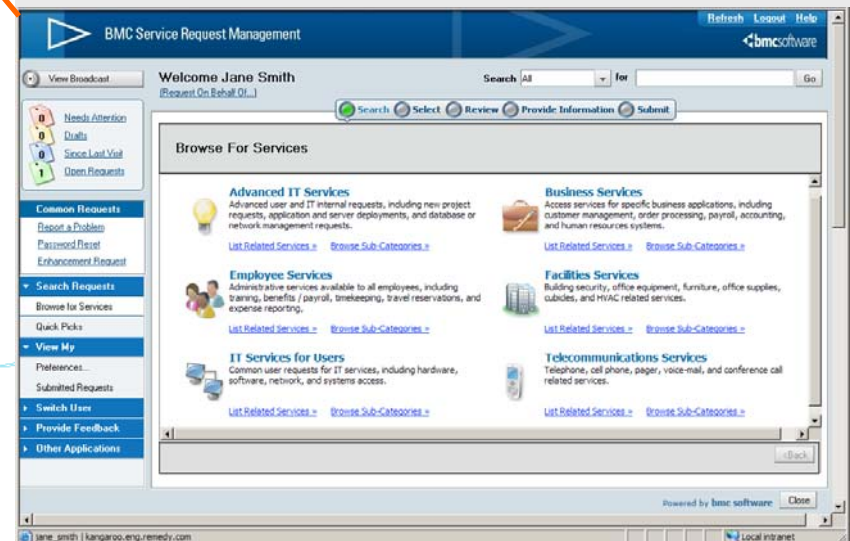
BMC Change and Release Management
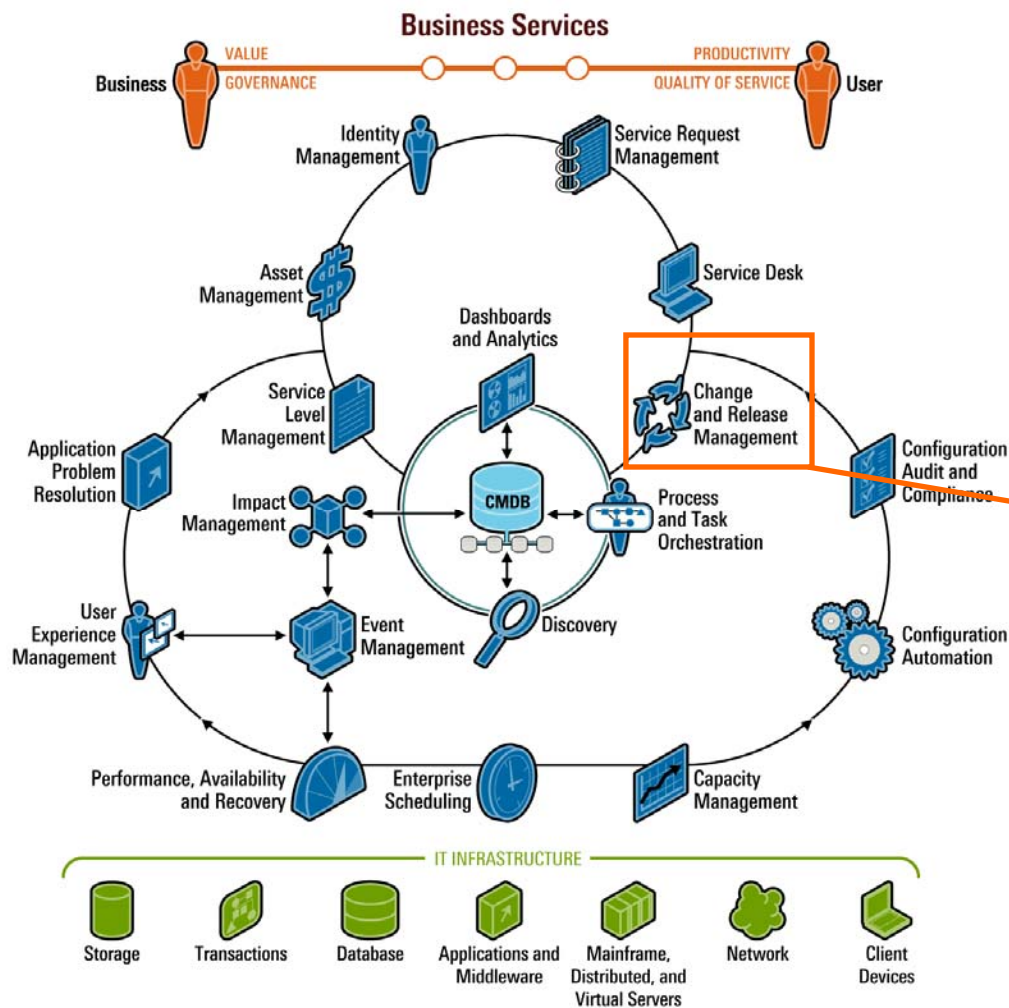
Value Proposition
Standardize and automate the ITIL change management process

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 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.

BMC Dashboard and Analytics
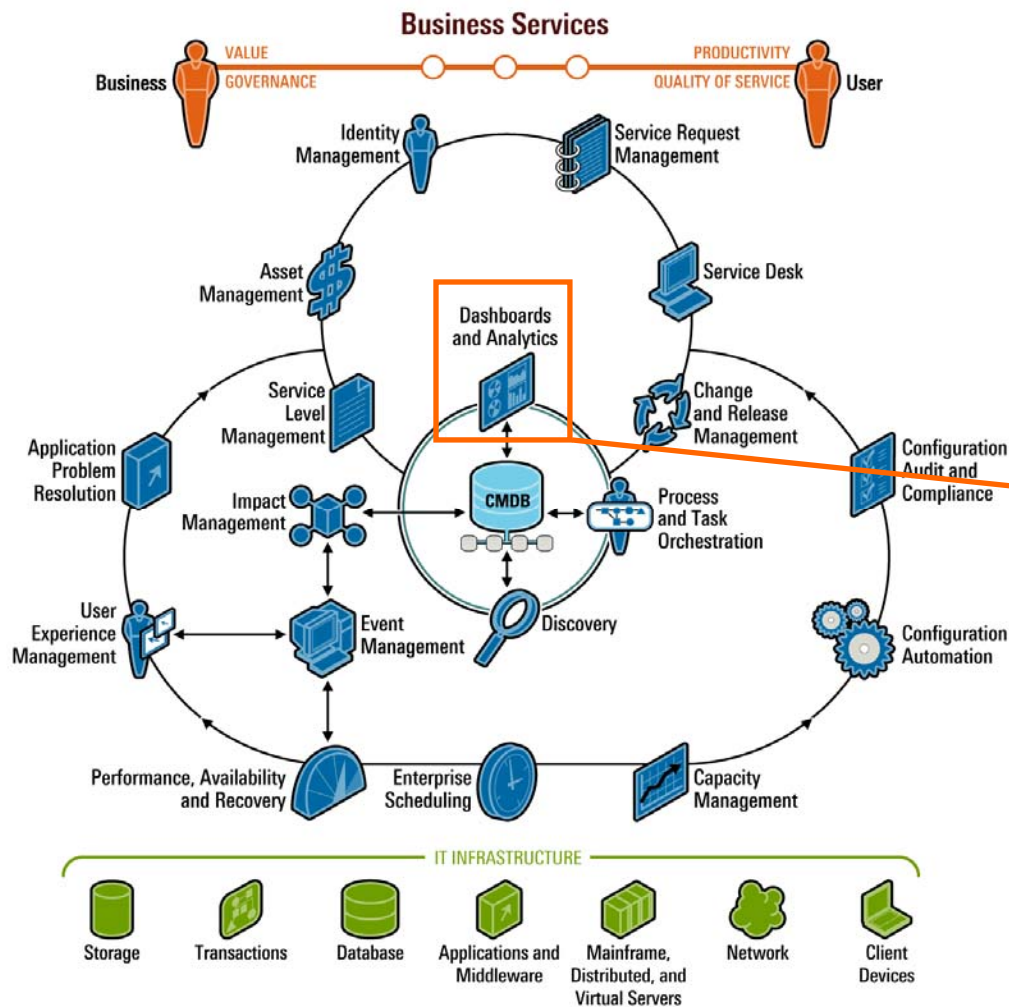
Value Proposition
Understand through global real-time and historical views the performance of your IT

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
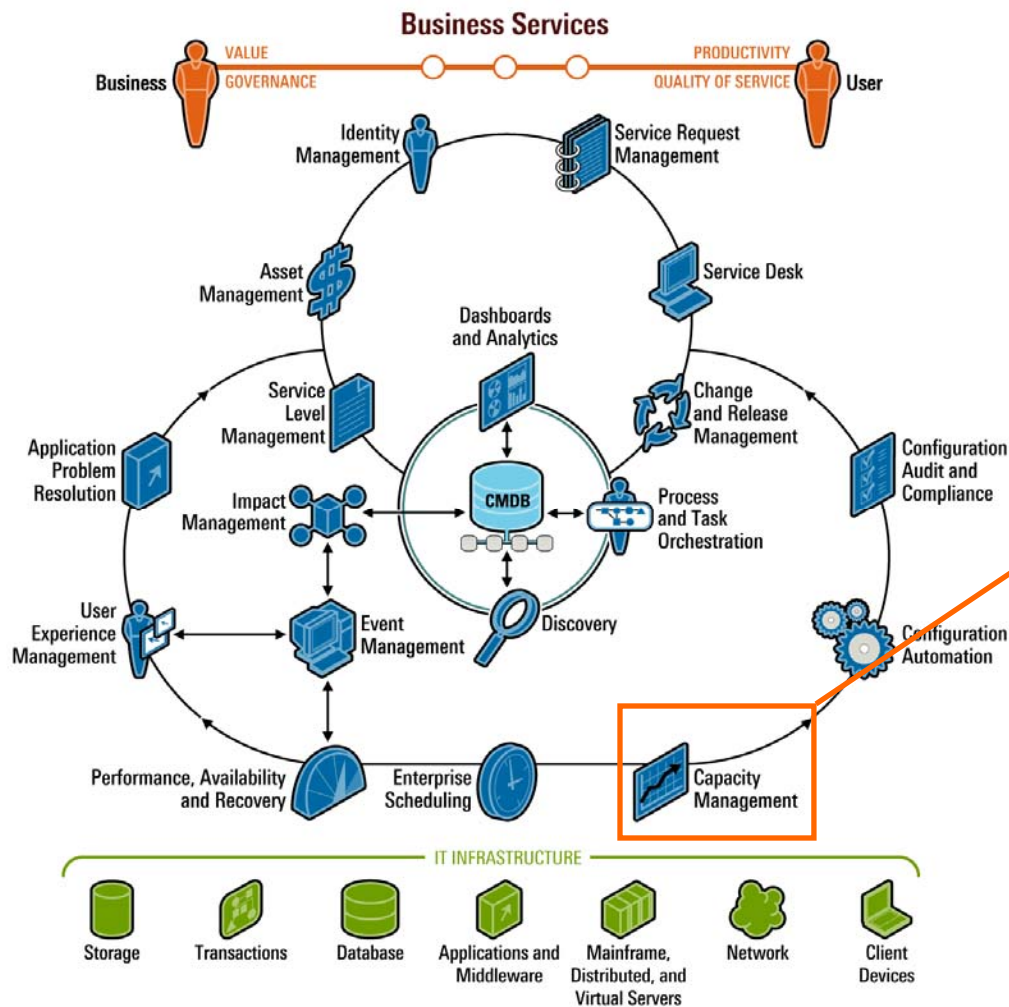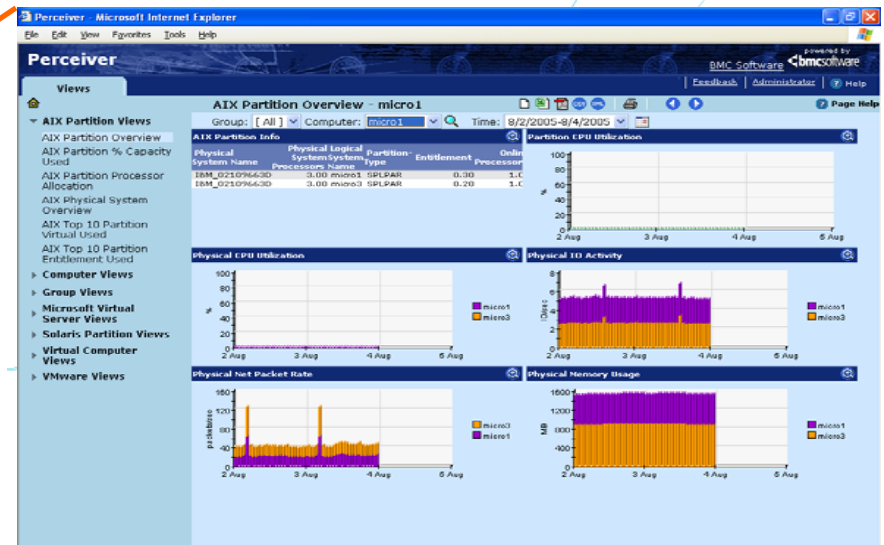
BMC BladeLogic Configuration Mgt
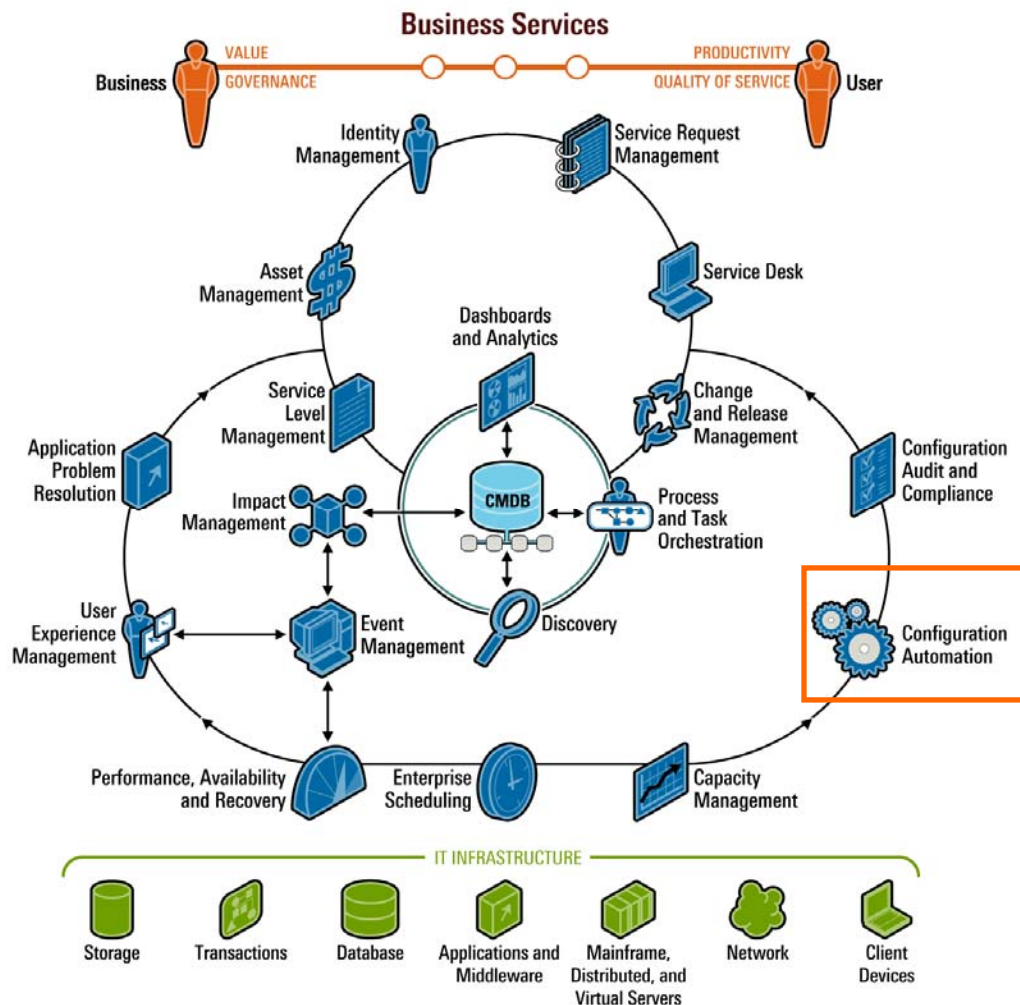
Value Proposition
Configure business services — not just devices — to deliver complete services to the business faster, with lower risk and cost

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.
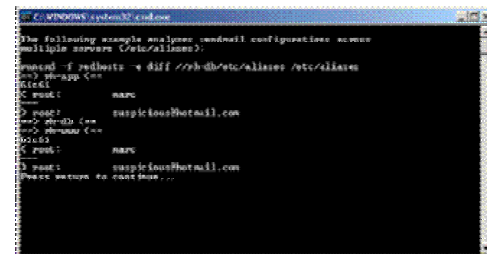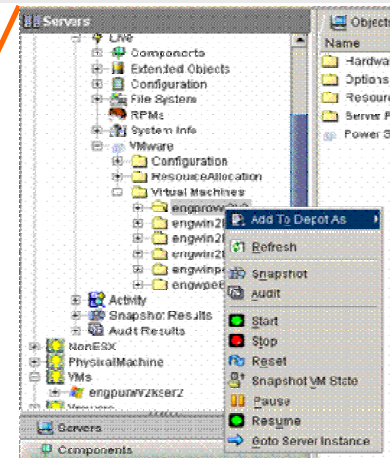
BMC BladeLogic Application Release & Deploy Mgt
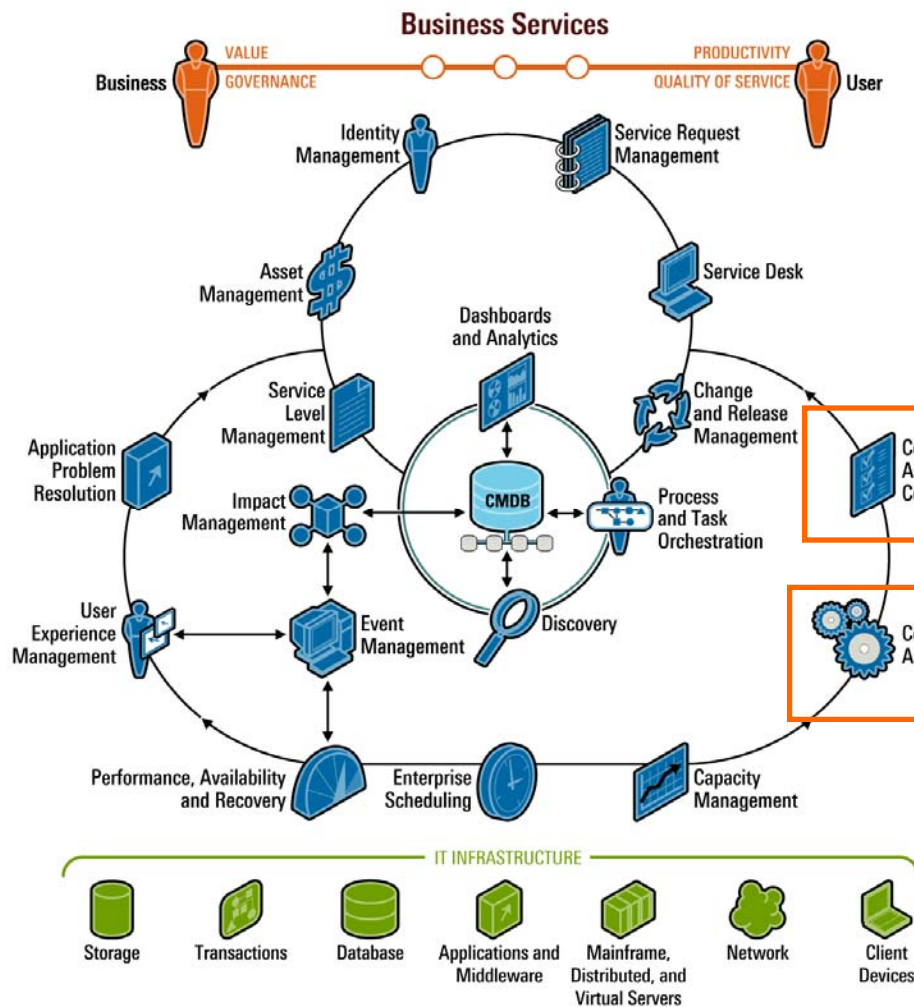
Value Proposition
Deploy Applications faster and through the ITIL based automated process to reduce time to deploy & deliver
Top-level description
BMC BladeLogic Release Management enables unified packaging and promotion of applications and infrastructures across dev, pre-production and production environments. Repeatable process and reduction of manual errors, and application quality of service greatly enhanced.
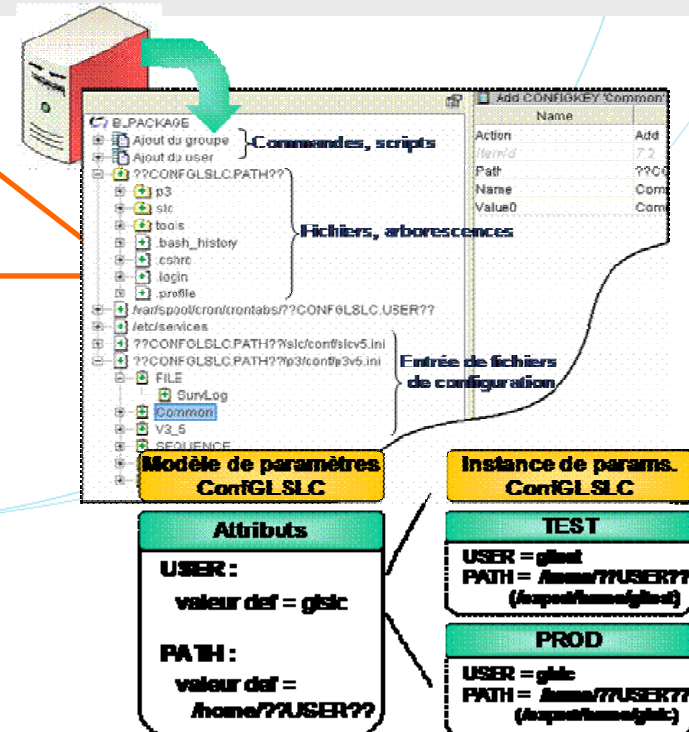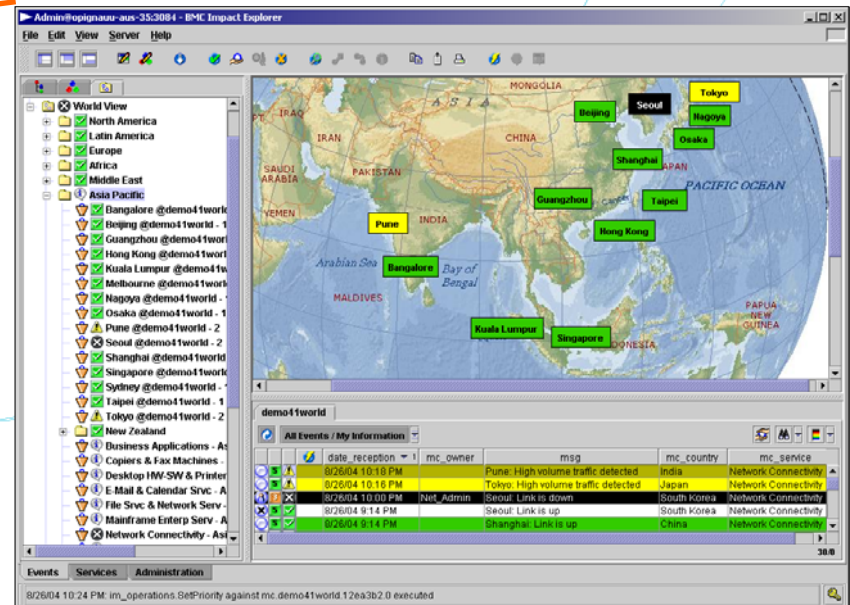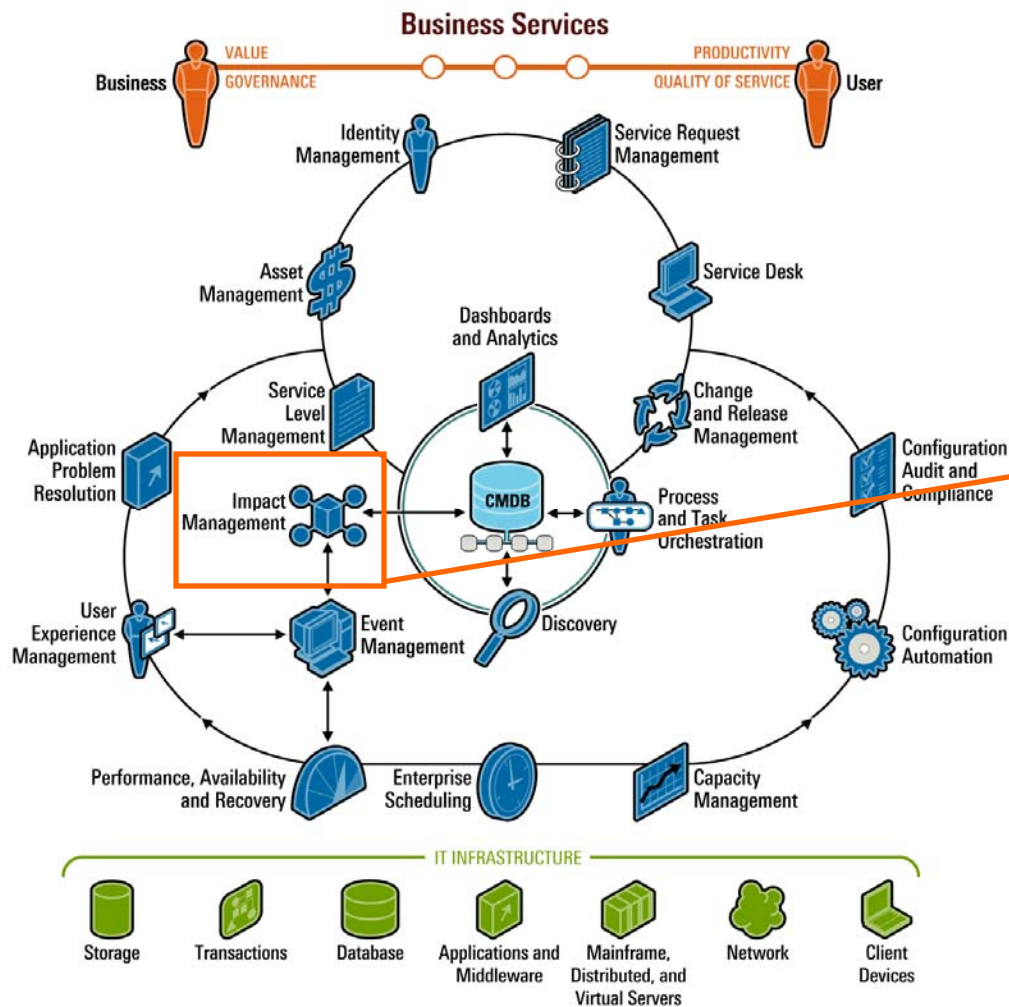
BMC Event Management
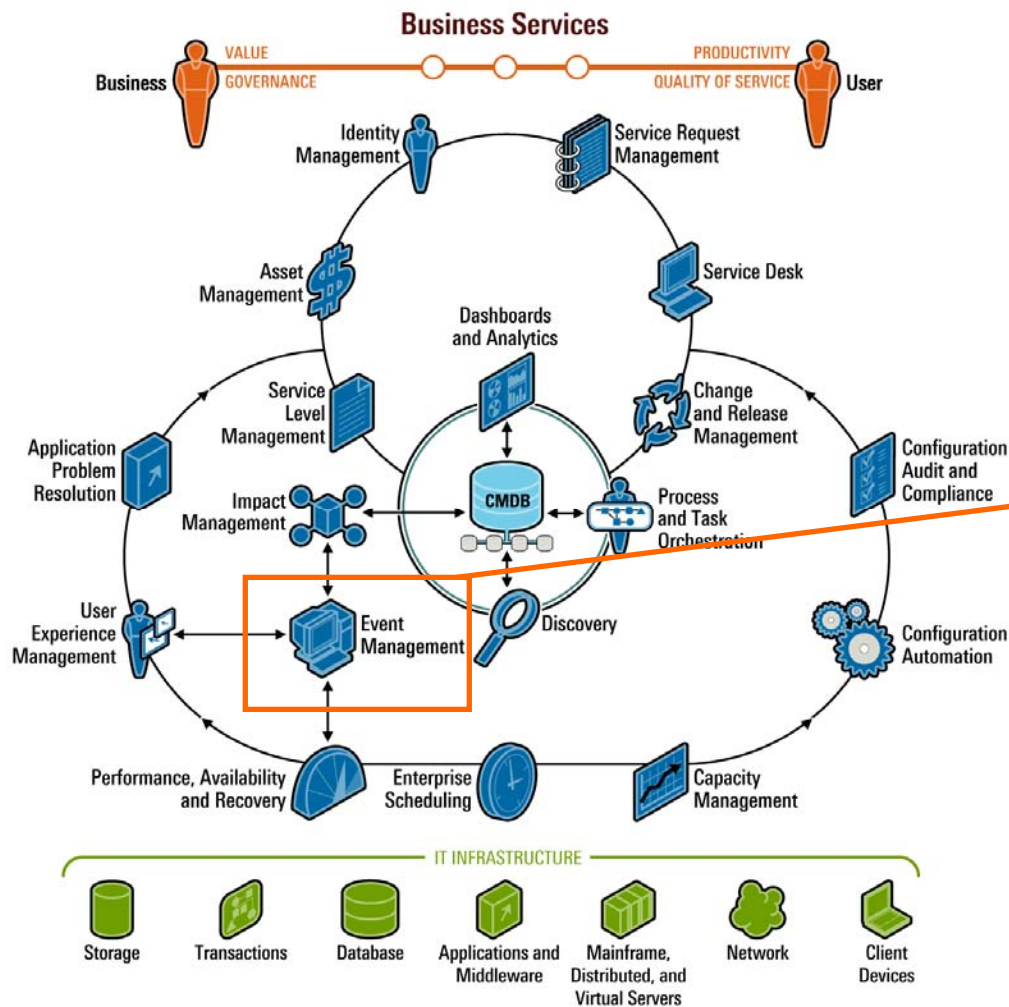
Value Proposition
Detect IT problems before they impact business services

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.
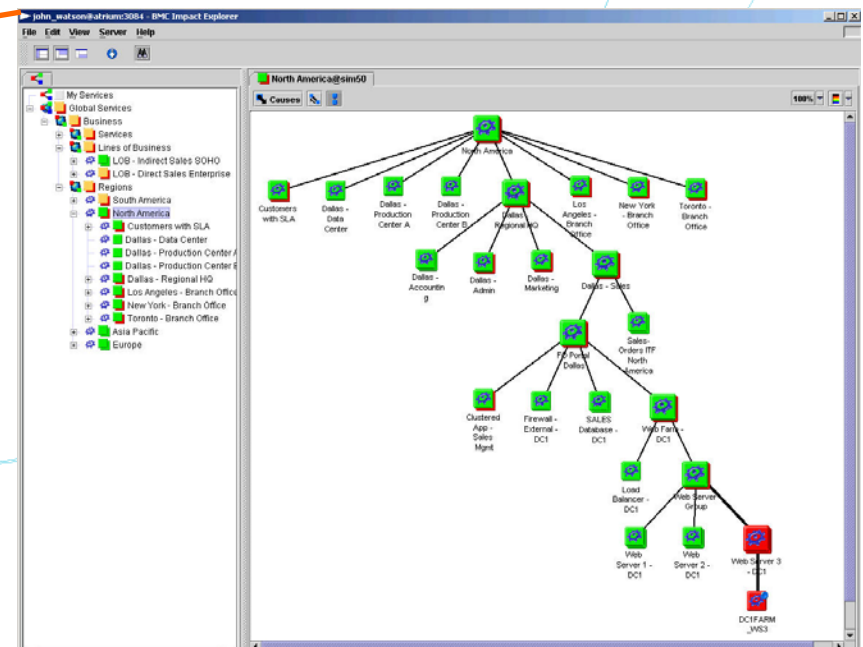
BMC Service Impact Management

Value Proposition
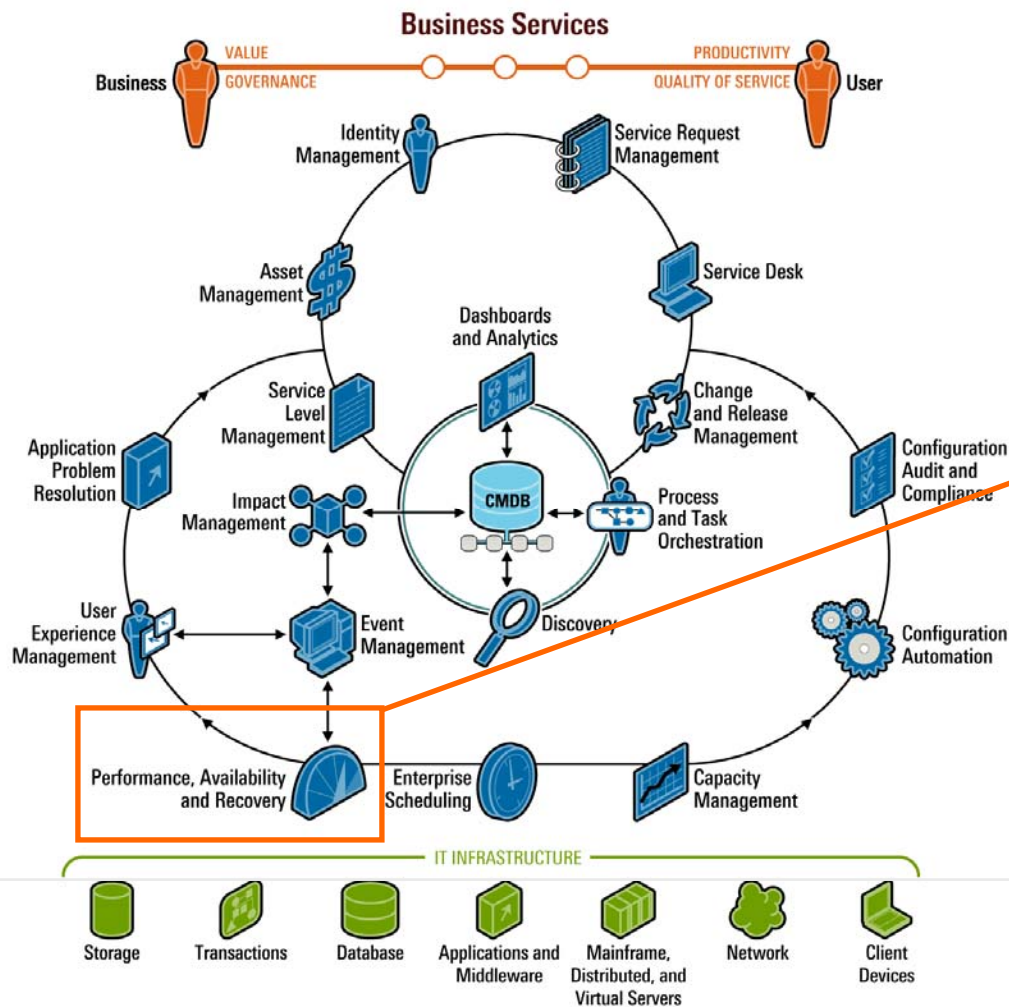Prioritize actions based on their business impact.

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.

BMC Run Book Automation & Orchestration
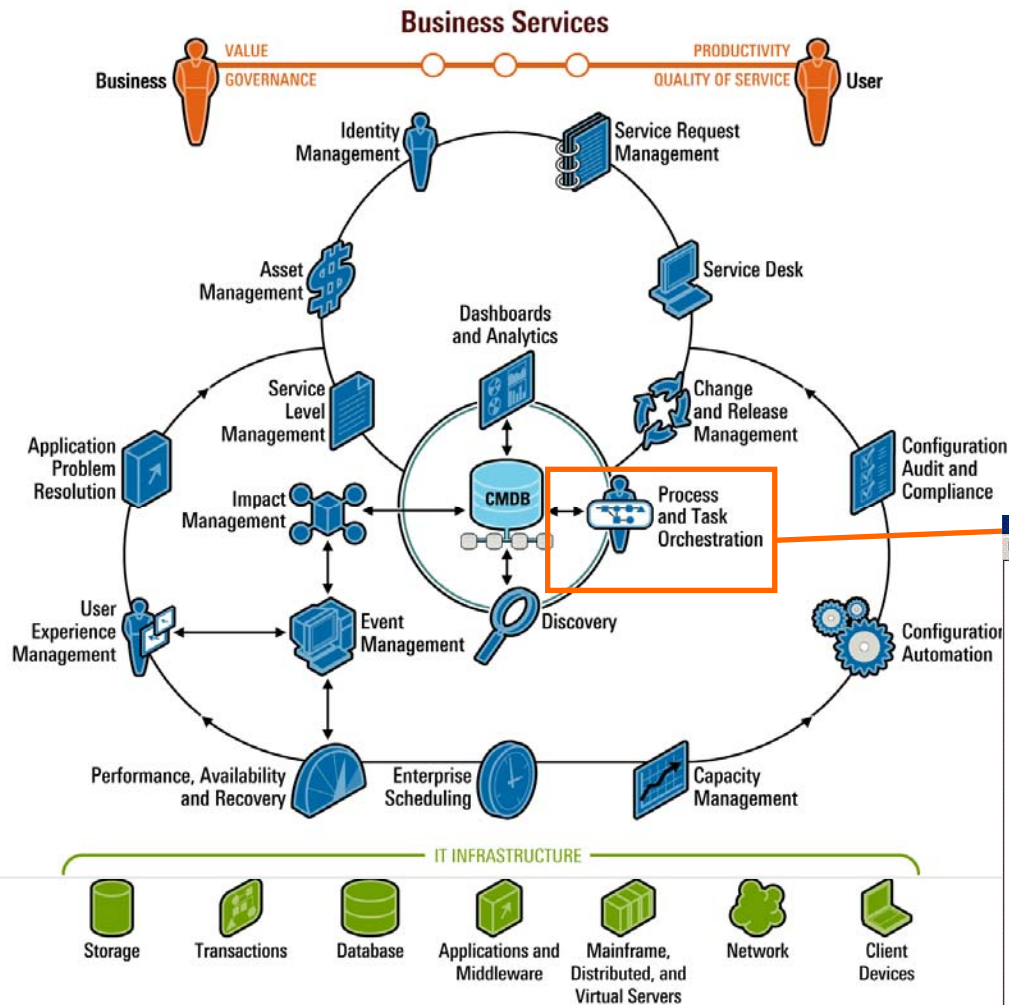
Value Proposition
Automate the global run book production orchestration across all disciplines and locations

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,…