



BMC Remedy OnDemand

One out of every three organizations uses BMC solutions for IT service management to achieve process efficiency, effectively manage costs, achieve compliance, and deliver superior service quality. Now, these solutions are available as an integrated incident, problem, change, configuration, and asset management Software-as-a-Service (SaaS) offering.

A Market Leader

Gartner positioned BMC in the Leaders Quadrant of their 2010 IT Service Desk Magic Quadrant.

Gartner Research, Inc., "Magic Quadrant for the IT Service Desk, 2010", D. Coyle and K. Brittain, November 2010

Forrester Research named BMC a leader in its Q2 2009 Forrester Wave for IT Asset Life-Cycle Management.

Forrester Research, Inc., "The Forrester Wave™: IT Asset Life-Cycle Management, Q2 2009", Evelyn Hubert, Peter O'Neill and Ben Echols, April 2009

Technosys proudly offers BMC Remedy OnDemand solutions.



Business Challenge

As an IT support leader, much of your time is devoted to improving customer satisfaction and availability, while also reducing costs. However, managing your support infrastructure requires not only an investment in systems, but more importantly, in hiring, training, and retaining administrators — taking away dollars that could be used elsewhere. As a result, you may be considering ways to reduce the burden of management, administration, and maintenance of your service support solutions by turning to a SaaS provider.

The BMC Solution

BMC Remedy OnDemand is a new SaaS-based offering that gives your organization access to all the benefits of BMC's industry-leading IT service management solutions — without the costs and overhead associated with hosting and managing on-premise software. Some features of BMC Remedy OnDemand include:

- » Pre-configured, integrated, and ITIL-compliant incident, problem, change, release, asset, service request, service level, and knowledge management processes
- » Purpose-built processes on the same native platform as the BMC Atrium CMDB
- » Proven, flexible integration to event management and discovery systems
- » Seamless upgrade of the service to the latest release at predictable intervals
- » Secure service delivered in compliance with SAS 70 guidelines
- » Service level guarantees for service availability backed by financial warranties
- » Simplified, best-practice user experience that reduces training effort and accelerates time to productivity
- » Easy transition between on-premise and on-demand solutions to protect existing investments
- » Convenient, monthly, subscription-based license model
- » Value realization services for service initialization and ongoing support of environmental changes
- » Comprehensive management and ad hoc reporting

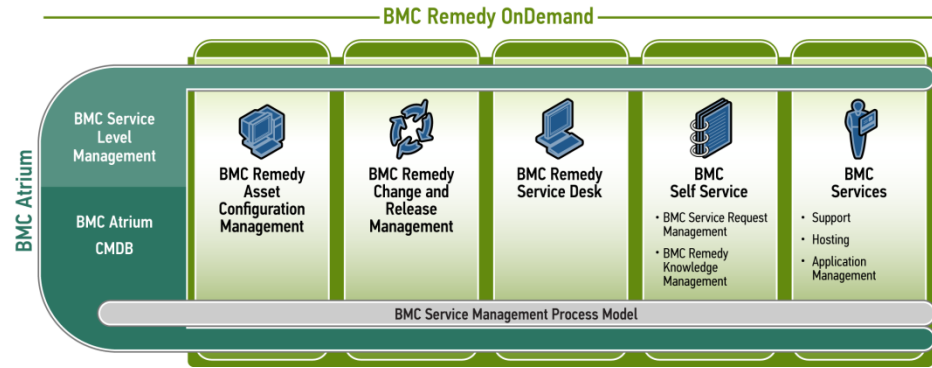
Not Your "Same Old Help Desk"

Implementing BMC Remedy OnDemand means significant potential reductions in costs compared to an in-house implementation. IT service management can be budgeted as an operational rather than a capital expense, eliminating the need to keep expensive hardware on the balance sheet. Transferring maintenance and support to BMC's world-class services group eliminates the cost of expensive staff with proprietary skills, freeing in-house staff for higher-value work.

Using BMC Remedy OnDemand, you can phase in IT service management quickly and incrementally, beginning with one region or process and including others as needed. Implementation times are greatly accelerated through an established on-boarding methodology and pre-configured data that reflects BMC's ITIL-aligned, best-practice process models based on hundreds of successful implementations. This allows you to begin receiving a return on your BMC investment as soon as possible.

Key Features

- » Remote hosted service, powered by industry-leading BMC Remedy technology
- » Architected with the BMC Atrium CMDB for centralized IT management
- » Ongoing administration, backup, and maintenance handled by BMC
- » Subscription-based, “pay-as-you-go” pricing
- » Best-in-class consolidated service desk with ITIL and other best practices built-in
- » Trusted configuration data and service maps
- » At-a-glance analytics that reflect how effectively IT is supporting critical business applications and services
- » Alignment of the IT service management lifecycle to your business requirements



By transitioning the responsibility of deploying, hosting, and managing your IT service management solution to BMC experts, you can focus on using the applications to achieve business benefits, such as:

- » Reduce overall IT support costs and increase support staff productivity by 30 percent or more
- » Get up and running in days to quickly realize business value
- » Deliver higher levels of proactive service by ensuring that your staff has 100-percent visibility and integrated workflow across all areas of service support
- » Minimize risk and ensure privacy of confidential business data through secure access — across the globe, 24 hours a day
- » Maximize customer satisfaction by knowing, with confidence, that you can meet service level commitments and that BMC will meet our service level commitments to you

Part of a Comprehensive Solution

BMC Remedy OnDemand is a key part of Business Service Management (BSM) from BMC Software. BSM provides a comprehensive and unified platform that simultaneously optimizes IT costs, demonstrates transparency, increases business value, controls risk, and assures quality of service.

BSM for IT Service Management removes complexity and costs, while also providing visibility into the resources, activities, and priorities required to deliver and support business services. Through innovative technologies, a unified platform, multiple ownership and deployment models, and best practices, BSM for IT Service Management unites fragmented IT service management disciplines to guide you toward greater functional maturity, enriched customer / user experiences, and more efficient management of IT costs.

BMC Remedy OnDemand provides a fast, cost-effective, and predictable way to enable your team to achieve your IT service management objectives. With BMC Remedy OnDemand, you purchase the software capability, not a software license. BMC provides a hosted version of the BMC Remedy IT Service Management Suite, so you can start using it quickly — with no hardware, software, or capital expense requirement. What’s more, as the market leader in IT service management, BMC has developed a proven and prescriptive approach for helping you increase your success rate and speed time-to-value for your IT service management initiatives.

For More Information

For a free trial or more information on BMC Remedy OnDemand from Technosys, go to <http://www.technosysuk.com>.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That’s why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended June 30, 2011, BMC revenue was approximately \$2.1 billion. For more information, go to www.bmc.com.