



KEY BENEFITS

- > Lower costs through the implementation of BSM
- > Support the implementation of ITIL processes across your enterprise
- > Improve ROI by managing critical services from the business perspective
- > Increase efficiency by automating manual processes across the IT enterprise
- > Reduce business risk by managing and focusing on the business services

Recent studies by AMR Research estimate that 80 percent of the lifetime costs for managing ERP will occur during the critical exploit phase of the application — and that 40 percent of those costs will go toward ongoing support of the application.¹

BUSINESS CHALLENGE

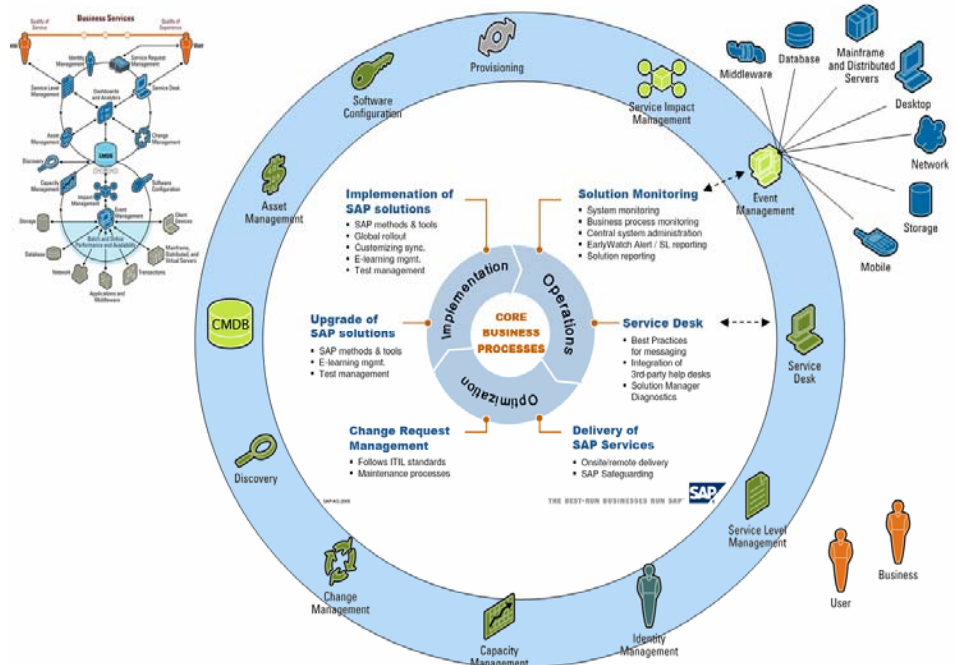
Successful SAP® implementations are built on several factors, including both ROI delivered to the company and user perception of how well the applications enable them to get their jobs done. Historically, a 99.999 percent “availability at any cost” mentality resulted in many organizations implementing siloed management strategies, with SAP as an island within IT, populated by “heroes.” In the past, with just SAP R/3, this might have been possible; but today, with the myriad of SAP applications (as well as their integrations to other third-party and legacy applications) and the high costs involved, it has become very difficult to continue this siloed strategy. This is one reason many companies are starting to extend IT Infrastructure Library (ITIL®) best practices into their SAP environments — to create efficiencies by standardizing on processes and implementing enterprisewide incident, change, and problem management.

THE BMC SOLUTION

BMC solutions help customers implement Business Service Management (BSM) and ITIL processes. Our solutions support all major ITIL processes, starting with a best-in-class configuration management database (CMDB), closed-loop change and configuration management processes, incident and problem management, and the service desk. BMC solutions also integrate with SAP Solution Manager. Whereas SAP Solution Manager focuses on managing SAP applications, BMC solutions focus on supporting ITIL processes throughout the entire environment — including SAP.



This solution integrates with BMC Atrium technologies.



¹The Key Steps in Your ERP Lifecycle Plan, “AMR Research, May 2005

Figure 1. SAP Solution Manager functionality (center) and BMC solutions.

FORRESTER RESEARCH

"As 76% of the IT budget goes to operations, firms that implement BSM can potentially save 25% of their overall IT budget."

Business Services Management: Early Birds Are Catching The Worm, But IT Still Doesn't Get It" Forrester Research, Inc., February 2007

BMC SOLUTIONS SUPPORTING ITIL BEST PRACTICES

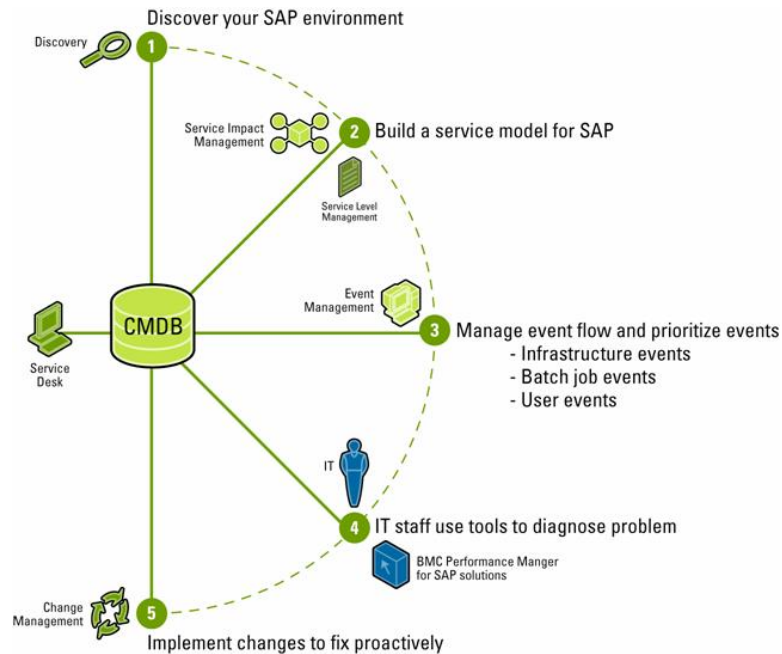
BMC recently partnered with Pink Elephant to conduct a survey about ITIL implementations within SAP environments. According to that survey, the first best practices implemented are Incident Management (31 percent), Change Management (25 percent), and Service Desk (23 percent). BMC provides solutions that support all three of these disciplines.

Proactive Incident and Problem Management

BMC provides a Proactive Incident and Problem Management workflow that standardizes, automates, and simplifies the process of managing incidents and problems across the enterprise. It also covers implementation of the service desk and ties into the enterprisewide change management best practices defined by ITIL.

The BMC Proactive Incident and Problem Management workflow follows a simple five-step methodology for SAP environments:

1. Discover your SAP landscape, and store both the data and the underlying relationships in the BMC Atrium CMDB, where it can be used by BMC Service Impact Manager, BMC Remedy Change Management, BMC Remedy Service Desk, and BMC Remedy Asset Management
2. Use the data in the BMC Atrium CMDB to build a service impact model with input from BMC Service Level Management on your company's most critical business services
3. Apply events to the service impact model to gauge their level of priority.
 - > High priority events automatically open tickets in BMC Remedy Service Desk, and then deploy the tickets to the correct groups for diagnostics.
 - > Event sources can be from BMC Performance Manager, SAP Solution Manager, job management, and end-user transaction management.
4. Diagnose problems in BMC Performance Manager, looking for root cause analysis, historical data snapshots, and more
5. Place any resulting changes into the enterprise change request system so impact on the entire environment can be measured prior to rolling out any changes



ADDING VALUE TO SAP SOLUTION MANAGER

With its SAP Solution Manager offering, SAP provides an end-to-end management story for SAP applications. From design and deployment right through to operations, SAP Solution Manager supports the SAP Basis team in managing SAP. SAP Solution Manager offers central access to tools, methods, and preconfigured content to help build business process models, roll out new versions, and monitor the environment. In addition, it provides a service desk to communicate and open tickets with SAP Support, change management, and some financial asset management. The business challenge is that SAP solutions do not stand alone in a business, but instead, are heavily integrated into third-party and legacy applications, thus creating interdependencies that must be available and performing well in order for critical business processes to remain functioning. Customers

SAP PINNACLE AWARD

In 2004, BMC won the SAP Pinnacle Award for our monitoring solution for the SAP Enterprise Portal application. This award is given to SAP partners that have excelled in developing the partnership and mutual business with SAP by providing quality products, solutions, and services to SAP customers.

need a management approach for the entire enterprise that embraces what SAP Solution Manager offers and augments it to cover the rest of the environment.

THE BENEFITS OF BMC SOLUTIONS FOR SAP

BMC extends the value of your SAP implementation by connecting your SAP solutions to the rest of your environment.

Availability and Performance Monitoring

- > Monitor your environment in minutes by leveraging automated out-of-the-box monitoring for the SAP NetWeaver environment, including both Java and ABAP stacks
- > Monitor many SAP applications with application-specific metrics: SAP Enterprise Portal, SAP Web Application Server, SAP Business Warehouse, SAP APO or Supply Chain Management, SAP Customer Relationship Management, SAP Exchange Infrastructure and, of course, mySAP ERP
- > Monitor third-party and legacy applications with easy-to-customize solutions that integrate into the monitoring architecture
- > Automate changing thresholds from a central location and then distribute. Don't touch every box to change thresholds
- > Synchronize historical data throughout the technology layers for snapshots of the SAP environment for later diagnostics
- > Integrate into the BMC Atrium CMDB for use by BMC Service Impact Manager, BMC Remedy Change Management, BMC Remedy Asset Management, and more
- > Integrate with SAP Solution Manager/ CCMS

Automated Discovery of the SAP Landscape

- > Discover the logical and physical configuration items (CIs) belonging to an SAP system and the relationships among those CIs (including SAP System, SAP Application, SAP Application Server, and SAP work processes, such as spool, gateway, background service, and enqueue service)
- > Store all the discovered data in the BMC Atrium CMDB for central access by multiple tools, including asset management, change management, configuration management, and service impact management
- > Leverage full editing capabilities in order to add CIs to a new or existing view, select/ deselect, and export to a file
- > Schedule discovery to run as frequently or infrequently as needed

Managing Business Service Impact

- > Utilize the data in the BMC Atrium CMDB for the creation of the service impact model (by utilizing the same data as all the other tools, you can create a constant source of truth.)
- > See the business process view from a single screen, making it easy to view and understand the health of the business service
- > Compute the impact and priority of failures on business processes and services
- > Accept alerts from multiple event management sources, including BMC Performance Manager
- > Integrate with BMC Remedy Service Desk to automatically create intelligent incidents
- > Import changes into the BMC Atrium CMDB, and automatically generate alerts to the fact that there has been a change in the underlying infrastructure for that business service

Managing the Service Levels

- > Leverage a wizard-based user interface to enable IT and the business to work together to create SLAs that can then be reported on and viewed in real time
- > Store the entire SLA and its service targets in one place for easy online access and management
- > Proactively notify service level managers or other managers about compliance that is at risk
- > Access both a dashboard and reports for real-time and historical reporting
- > Monitor service level inputs from a variety of products and sources

Service Desk

- > Implement ITIL best practices for incident management
- > Seamlessly tie incident and problem management processes and data to asset, change, event, and service level management
- > Initiate incidents through the Web, e-mail, telephone, desktop client, or by an event from a network or system management application
- > Access all your existing incidents through self-service to see both open and closed tickets, and see to whom they were assigned
- > Automatically route incidents to the appropriate people in your organization to diagnose problems
- > Provide a knowledge base for customers to access and solve their issues
- > Track service desk performance and monitor progress through a real-time, graphical, display console

Enterprisewide Change Management

- > Manage changes for the whole enterprise environment according to ITIL best practices
- > Integrate with the BMC Atrium CMDB

IT Asset Management

- > Perform asset management of your IT components (different from the financial asset management functionality provided by SAP Solution Manager)

BMC SOFTWARE PRODUCTS CERTIFIED BY SAP

SAP offers a certification program for any of its partners who are building solutions and using the APIs SAP provides. Many products today work in the SAP environment without using an API or going through a certification process.

BMC provides products that are certified "Powered by NetWeaver," the highest level of certification available:

- > BMC Performance Manager for Business Applications – won SAP Pinnacle Award in 2004
- > BMC Batch Impact Manager

BMC also provides products that are "Certified for NetWeaver.":

- > BMC CONTROL-M
- > BMC CONTROL-D

Finally, BMC provides products that are used in conjunction with SAP for which there is no API available for certification:

- > BMC Remedy Service Desk - No. 1 service desk in the SAP marketplace
- > BMC Atrium CMDB
- > BMC Remedy Change Management
- > BMC Remedy Asset Management
- > BMC Configuration Management
- > BMC Recovery Management
- > BMC Service Level Management
- > BMC Topology Discovery for SAP
- > BMC Identity Management
- > BMC Transaction Management Application Response Time
- > BMC Transaction Management Root Cause Analysis
- > BMC AppSight

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031

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