



BMC Remedy OnDemand

One out of every three organizations uses BMC for its IT Service Management solution to achieve process efficiency, effectively manage costs, achieve compliance, and deliver superior service quality. Now this integrated incident, problem, change, configuration, and asset management solution is now available via Software-as-a-Service (SaaS).

A Market Leader

Gartner recently positioned BMC in the Leaders Quadrant of their 2009 IT Service Desk Magic Quadrant.

Gartner Research, Inc., "Magic Quadrant for the IT Service Desk, 2009", D. Coyle and K. Brittain, November 2009

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

Business Challenge

As an IT support leader, you are expected to improve customer satisfaction and availability while also reducing costs. However, managing your support infrastructure requires an investment in systems, and 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 offload the cost of management, administration, and maintenance of your service support solutions 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 (ITSM) solutions without the costs and overhead associated with hosting and managing on-premise software. Some features of the BMC Remedy OnDemand include:

- » Pre-configured out-of-the-box ITIL-compliant suite including incident, problem, change, release, asset, service request, service level, and knowledge management processes
- » Purpose-built processes on the same native platform unified by the Atrium CMDB
- » Proven flexible integration methods to event management systems and discovery systems
- » Seamless upgrade of the service to the latest release at predictable intervals
- » Secure service delivered in compliance with SAS 70 guidelines
- » Confident service level guarantees for service availability with penalties
- » Simplified, best-practice user experience reduces training effort and accelerates time-to-productivity
- » Flexible delivery options protects investments
- » Convenient monthly subscription-based license model
- » Value realization services for service initialization and on-going supporting environmental changes
- » Comprehensive management and ad hoc reporting

Not Your Regular Help Desk

BMC Remedy OnDemand is a key enabler of Business Service Management (BSM). BSM allows organizations to cost-effectively manage IT according to business priorities, such as the need for specific levels of application performance, network uptime, data security and regulatory compliance. By proactively monitoring the status, configuration and health of IT components, this ITSM solution and processes help organizations achieve BSM goals such as:

- » Simplifying and applying standard processes across the IT organization
- » Prioritizing changes to maximize uptime and performance of the most critical applications
- » Using automation to maintain both mainframe and distributed environments more efficiently
- » Planning, managing and executing projects and activities based on business priorities
- » Making better, fact-based decisions

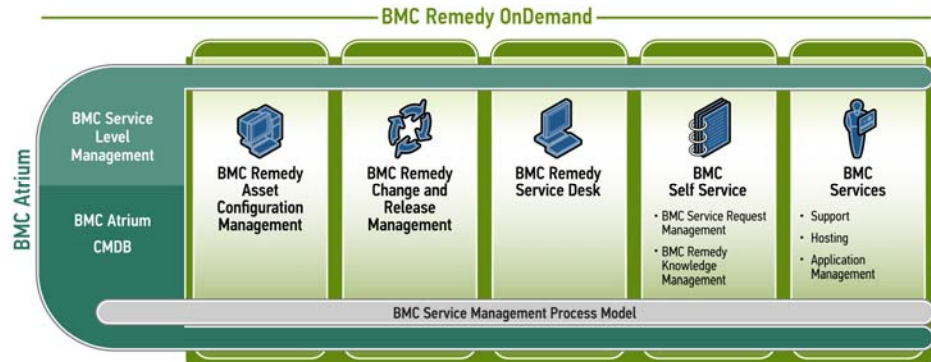
Key Service Features:

- » Remote hosted service, powered by market-leading BMC Remedy ITSM Suite technology
- » Architected with the BMC Atrium CMDB for centralized IT management
- » BMC handles ongoing administration, backup, and maintenance of the software and related infrastructure
- » Subscription-based, “pay-as-you-go” pricing
- » Best-in-class consolidated service desk with ITIL and other best practices built-in
- » ITSM lifecycle aligned with your business requirements

The Simplicity of SaaS

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.

By leveraging the Cloud through the BMC SaaS model, organizations can phase in ITSM 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 out-of-the-box data that reflects BMC’s ITIL-aligned best practice process models based on hundreds of successful implementations. This allows customers to begin receiving a return on their BMC investment as soon as possible.



Part of a Comprehensive Solution

BMC provides a complete, end-to-end IT service lifecycle management solution. With BMC Remedy OnDemand, you purchase the software capability, not a software license. We provide a hosted version of the BMC Remedy ITSM suite, so you can start using BMC Remedy ITSM Suite quickly — with no hardware, software, or capital expense requirement. This solution provides a fast, cost-effective, and predictable way to enable your ITSM team to achieve your service support objectives. Transition the responsibility of deploying, hosting, and managing the BMC unified service management suite to our BMC Remedy experts, so 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% or more
- » Get up and running in days quickly realizing business value
- » Deliver higher levels of proactive service by ensuring that your staff has 100%-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

More Than Software

In addition to providing out-of-the-box automation of best practice processes, BMC also has a wealth of experience and resources to make your ITSM project a success. Through our large ecosystem of BMC-ready systems integration and technology partners, as well as our own professional services and education programs, BMC can provide you with complete solutions. Whether you need ITIL training and certification, process or architectural design, implementation services, or complementary technologies, BMC has you covered.

For More Information

For more on BMC Remedy OnDemand, contact your sales representative at www.bmc.com/ondemand.

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 both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended December 31, 2009, BMC revenue was approximately \$1.90 billion.