

## Aeroprise Mobility for BMC Remedy Action Request System

Mobilize custom applications for more scalability, adaptability and reach

### FEATURED PARTNER



### KEY BENEFITS

- > Manages service management anywhere, anytime
- > Increases productivity up to 30%
- > Reduces IT support costs
- > Limits business-critical asset downtime
- > Improves customer service
- > Deploys in three days with no changes to the BMC Remedy AR System application functionality
- > Automatically inherits and updates ITIL workflow on the mobile device
- > Gives managers a real-time, 360-degree view of the IT infrastructure
- > Endorsed by Fortune 500 companies and U.S. government agencies



How do you increase your staff's productivity by 30% and improve customer service? By extending service-management applications built on BMC Remedy Action Request System® (AR System) to mobile devices with Aeroprise's out-of-the-box, easy-to-use solution, you empower your field force to manage both infrastructure issues and service-based interaction with customers and employees anywhere, anytime.

### BUSINESS CHALLENGE

To meet the increasing challenge to lower IT costs, improve service performance and reduce business risk, you must leverage and extend your investment in custom applications built on the BMC Remedy AR System. From design to deployment, you have factored in scalability, adaptability and global reach. Away from the applications, however, you are forced to revert to the same slow manual processes you tried to displace. How do you control service management on the road?

### THE BMC MARKETZONE DIRECT SOLUTION

Aeroprise Mobility for BMC Remedy Action Request System lets you manage custom service-management applications on smartphones, such as BlackBerry and Windows Mobile. Users can enter, track and resolve service requests from the field, while managers monitor the service performance and infrastructure availability in real time. For additional value, you can mobilize corporate data by integrating the BMC Remedy AR System application with legacy software and databases.

From facility management to time tracking and fleet management, Aeroprise deploys in three days, with no modifications to the BMC Remedy AR system application functionality. Information entered on the mobile device is instantly updated in the BMC Atrium Configuration Management Database (CMDB). IT Infrastructure Library® (ITIL®) workflow changes are automatically mirrored on the mobile device. The Administration Console lets you mobilize filters and active links with a few clicks. And users can easily extend specific fields, reports and alerts from the Personalization Console.

### Decrease critical asset downtime

Instant alerts minimize downtime of critical equipment, such as financial and manufacturing systems, by delivering complete records to the mobile device.

### Reduce IT costs with higher productivity

IT support technicians are often 30 percent more productive when they don't need to return to their desks to manage trouble tickets and update asset records.

### Improve customer service

Mobile technicians, armed with key information, respond to IT issues quicker and deploy new assets faster.

### Gain a 360-degree view of your IT infrastructure

Controlling a complex IT infrastructure allows you to effectively support business priorities, such as growing revenue, reducing costs and lowering risk.



## MOBILIZE IT SERVICE MANAGEMENT

Aeroprise provides mobility solutions for the following BMC Remedy applications:

- > IT Service Management
- > Service Desk
- > Change Management
- > Asset Management
- > Action Request System

## ABOUT MARKETZONE DIRECT PRODUCTS

Through the BMC MarketZone Direct program, BMC is able to resell third-party products that complement and/or augment our own products. As a MarketZone Direct product, these products are available under BMC license and support terms.

## 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 2008 revenues of \$1.73 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

## FEATURES

<b>Manage Issues</b>	Create, update and reassign issues
<b>Work with Tasks</b>	Create, view and modify ad hoc incident tasks
<b>Relate Items</b>	Relate incidents or configuration items to other incidents
<b>Get Alerts</b>	Receive, acknowledge and open records with detailed information
<b>View Reports</b>	Provides up-to-date snapshots of key performance indicators
<b>Attachments</b>	Upload, download and delete BMC Remedy attachments as PDF, Word, Excel, GIF, JPG, and BMP files
<b>Search</b>	Quickly locate information in multiple trouble tickets
<b>Signature Capture</b>	Upload signatures captured from your Windows Mobile device
<b>Personalize</b>	Mobilize specific fields, workflow and ticket rules with a few clicks
<b>Security</b>	VPN-level security, including IP range restrictions, 128-bit AES encryption and session controls
<b>Automatic Device Optimization</b>	Applications are automatically tailored to the mobile device's screen, bandwidth, connectivity and processing power
<b>Offline Connectivity</b>	Users can continue work offline as updates are seamlessly transmitted when the device connects to the network

## ALIGNMENT WITH BEST PRACTICES

In your quest to align IT to business needs that optimize availability and reduce costs, you must ensure that mobility is a corner stone of your Business Service Management approach. A closed-loop ITIL process will make it easier for you to leave your desk knowing that business critical issues will be resolved, change requests will be managed successfully, and service level agreements will be met – even while you are remote.

## TIE-IN TO BUSINESS SERVICE MANAGEMENT

Mobility allows you to manage IT from the perspective of the business. With Aeroprise, you enjoy better decision-making, proactive service support and less complexity. A mobile service support solution also provides business transparency, visibility and control.

## TECHNICAL SPECIFICATIONS

### System Requirements

- > Microsoft Windows Server 2000, Microsoft Windows Server 2003, Microsoft Windows Server 2008
- > Physical or Virtual Machine / Dual Core Processor / 2GB RAM / 3GB Available on Hard Drive / 32-Bit CPU

### Integrations

- > BMC Remedy Action Request System

### Mobile Operating Systems

- > BlackBerry and Windows Mobile

## ABOUT THE MARKETZONE DIRECT PARTNER

The world's most-deployed mobile solution for BMC Remedy applications, Aeroprise helps Fortune 500 companies and major public institutions extend IT service management functionality to mobile devices. Headquartered in Mountain View, California, Aeroprise is a privately held company.

## LEARN MORE

For more information, please visit [www.bmc.com/aeroprise](http://www.bmc.com/aeroprise) or call (800) 841-2031.



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

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