



## Aeroprise Mobility for BMC Remedy Asset Management

Make better business decisions with real-time updates

### FEATURED PARTNER



#### KEY BENEFITS

- > Updates asset data in real time
- > Cuts IT costs
- > Shortens inventory cycle time
- > Enhances return on capital
- > Strengthens regulatory compliance
- > Improves customer service
- > Deploys in three days with no changes to BMC Remedy Asset Management functionality
- > Automatically inherits and updates ITIL workflow on the mobile device
- > Gives managers real-time control of high-risk change processes
- > Lets staff mobilize specific fields, reports and alerts
- > Endorsed by Fortune 500 companies and U.S. government agencies



Reduce IT asset costs with mobile barcode scanners. Aeroprise's pre-configured, easy-to-use mobility solution, allows your field force to manage the entire asset life cycle—from procurement to retirement—in real time for greater return on capital, stronger compliance and higher visibility into your business operations.

#### BUSINESS CHALLENGE

Without a mobile solution for collecting and updating accurate asset information in real time, you must rely on after-the-fact data entry, which often is fraught with human errors, prohibits proactive field services—such as maintenance, support and retirement—and compromises audit trails and regulatory compliance. How do you manage IT assets in the field and make BMC Remedy Asset Management available to your mobile staff?

#### THE BMC MARKETZONE DIRECT SOLUTION

With Aeroprise Mobility for BMC Remedy Asset Management, field technicians in geographically dispersed environments can update business-critical asset data in the BMC Atrium Configuration Management Database (CMDB), using barcode scanners connected to smartphones, such as BlackBerry and Windows Mobile. Sharing live IT resource data across the organization decreases total cost of ownership, reduces critical asset downtime, increases your return on investment and aligns IT and business needs.

Aeroprise deploys in three days, with no modifications to the BMC Remedy application functionality. Information entered on the mobile device is instantly updated in the BMC Atrium Configuration Management Database (CMDB). For IT Infrastructure Library® (ITIL®) compliance, Aeroprise automatically inherits and updates any workflow changes made to the BMC Remedy application. 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 health management and financial systems, by delivering complete asset data to the mobile device.

#### Reduce IT costs

Track and update IT asset information from the field to avoid costly over-purchasing, over-licensing and over-servicing.

#### Align IT and business needs

Controlling a complex IT infrastructure in real time allows you to effectively reduce risk and support business goals, such as growing revenue, reducing costs and enforcing compliance.

#### Improve customer service

Deploy new resources faster and accurately manage contract, location, configuration and ownership information throughout the asset life cycle.



## 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 Assets</b>	Create and update asset records
<b>Reconcile</b>	Keep asset inventory up-to-date
<b>View</b>	Display asset records by owner, location, status and more
<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 asset records
<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 effectively manage critical business services. 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 Asset Management

### 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.

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. IT Infrastructure Library® and ITIL® are registered trademarks, and registered community trademarks of the Office of Government Commerce, and are registered in the U.S. Patent and Trademark Office, and are used here by BMC Software, Inc., under license from and with the permission of OGC. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. © 2008 BMC Software, Inc. All rights reserved.

\*9627  
4\*