



Aeroprise Mobility for BMC Remedy Change Management

Improve service with field-based updates and approvals

FEATURED PARTNER



KEY BENEFITS

- > Manages change anywhere, anytime
- > Reduces business risk and disruption
- > Improves customer service
- > Strengthens regulatory compliance
- > Cuts IT support costs
- > Deploys in three days with no changes to BMC Remedy Change 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



Mobilize BMC Remedy Change Management functionality, workflow and reports to handheld devices with Aeroprise's pre-configured, easy-to-use solution. Increase the speed and lower the risk of implementing changes to the IT infrastructure by enabling supervisors to approve or deny change requests anywhere, anytime.

BUSINESS CHALLENGE

Who responds to change requests after hours or when you are in meetings? Unauthorized changes can wreak havoc on your IT infrastructure and cost the business millions of dollars. Slow responses to change submissions delay the deployment of technology — from security patches to new systems. And a lack of real-time access to your change management violates IT Infrastructure Library® (ITIL®) processes, impedes business services and compromises audit trails.

THE BMC MARKETZONE DIRECT SOLUTION

Aeroprise Mobility for BMC Remedy Change Management allows IT technicians to manage change requests on smartphones, such as BlackBerry and Windows Mobile. Managers can review and respond to urgent issues in real-time. Extending the closed-loop change process to mobile employees helps ensure regulatory compliance, business continuity and proper documentation.

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.

Lower risk and increase speed

Mobile IT managers who can approve or reject changes in real time, closely adhere to ITIL processes and respond to business issues faster.

Reduce business downtime

Instant alerts minimize downtime of critical systems by delivering real-time change information to the device.

Decrease IT costs with higher productivity

Mobile technicians are often 30 percent more efficient when they don't have to return to the office to manage changes.

Lower hardware expenses

Significantly cut your capital expenses by equipping staff with mobile devices rather than expensive laptops and inefficient pagers.

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.

FEATURES

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

Mobile Operating Systems

- > BlackBerry and Windows Mobile

ABOUT THE MARKETZONE DIRECT PARTNER

The world's most-deployed mobility 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 or call (800) 841-2031.



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

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