

## Aeroprise Mobility for BMC Service Request Management

Reduce IT costs and improve customer satisfaction with mobile SRM

### FEATURED PARTNER



### KEY BENEFITS

- > Reduces IT support costs
- > Cuts service desk call volume
- > Improves staff productivity
- > Focuses technicians on critical issues and strategic initiatives
- > Limits business-critical asset downtime
- > Resolves issues more quickly to boost customer satisfaction
- > Deploys in a day with no programming required
- > Auto-discovers and mobilizes the BMC SRM service catalog and workflow
- > Endorsed by Fortune 500 companies and U.S. government agencies



For companies looking to reduce support costs and boost customer service, BMC Software and Aeroprise introduce the first-ever mobile SRM solution for the BlackBerry® smartphone. More people use self-service when they can submit, update and track IT requests anywhere, anytime. And as the help desk call volume drops, the company enjoys better service and lower operational expenses.

### BUSINESS CHALLENGE

With more than two-third of all U.S. business workers considered mobile, most service requests will originate away from the office. The inability to instantly enter requests into the SRM system will therefore discourage usage and impact the business negatively:

- When IT requests bypass the SRM system, business intelligence suffers
- When IT requests are entered late, business downtime increases
- When IT requests are not entered, business productivity falls

### THE BMC MARKETZONE DIRECT SOLUTION

Mobile BMC SRM lets you extend the service requests catalog to the BlackBerry smartphone. Users can browse and search service categories, submit and update requests, and track status progress with mobile alerts. Managers can review and approve team members' request anywhere, anytime.

For IT Infrastructure Library® (ITIL®) compliance, Mobile BMC SRM auto-discovers and extends the service catalogs, and its underlying workflow, with point-and-click ease. Changes in BMC SRM are easily updated on the handheld. Information from the mobile device is instantly entered in the BMC Atrium Configuration Management Database (CMDB). Mobile BMC SRM deploys in hours.

#### Cut IT Costs

Reduce the cost of a help desk call from \$24 to \$1 by empowering users to manage service requests anywhere, anytime.

#### Improve Service

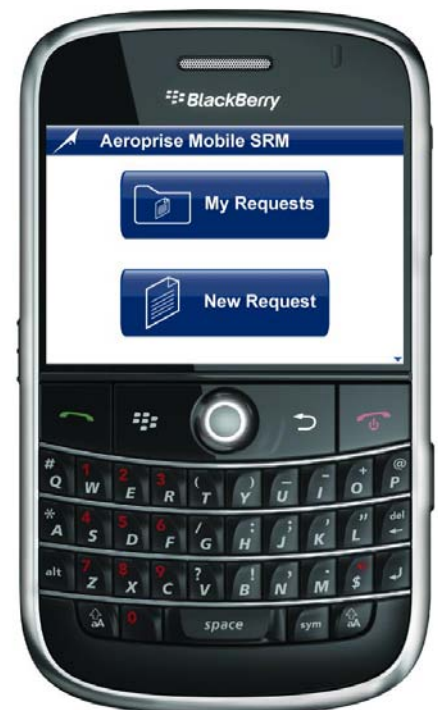
Boost customer satisfaction with 30% percent higher support staff productivity.

#### Decrease Business Downtime

Instant field reporting of issues minimizes downtime of critical systems.

#### Accelerate ROI

Deploy in hours and drive 100% user adoption with mobile access to BMC SRM.



## MOBILIZE IT SERVICE MANAGEMENT

Aeroprise provides mobile solutions for the following BMC Remedy applications:

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

## 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>Submit</b>	Select services from the catalog and submit requests on your BlackBerry smartphone
<b>Update</b>	Amend or cancel service requests on the fly
<b>Track</b>	Monitor your own or your team's requests in real time
<b>Approve</b>	Managers can review and approve requests away from the office
<b>Alerts</b>	Stay up to date with instant alerts about status changes
<b>Easy to Use</b>	Submit and track requests on the BlackBerry with fewer steps than the desktop
<b>Quick Deployment</b>	Mobile BMC SRM goes live in a day
<b>Mass Adoption</b>	With an exploding number of mobile users, the service request system must be available anywhere, anytime for mass adoption to occur
<b>Security</b>	VPN-level security, including IP range restrictions, 128-bit AES encryption and session controls
<b>Automatic Device Optimization</b>	The application is automatically tailored to the mobile device's screen, bandwidth, connectivity and processing power
<b>Offline Connectivity</b>	Users can continue to 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

- > Server Operating System: Microsoft Windows Server
- > Processor: 32-Bit, 1.5GHz or better
- > Minimum Memory: 512MB (Recommended Memory: 2 GB)
- > Minimum Hard Drive Space: 400MB

### Integrations

- > BMC Service Request Management
- > BMC Remedy IT Service Management Suite

### Mobile Operating Systems

- > BlackBerry

## 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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