

## BlackBerry Enterprise Server to BMC Atrium CMDB Connector

### MAXIMIZE YOUR INVESTMENT IN YOUR BLACKBERRY AND BMC PRODUCT SETS

Seamless' BBES to BMC Atrium CMDB integration enables the BBES data to be viewed, managed, and modeled by BMC Impact Manager, BMC Remedy Asset, BMC Remedy Change, BMC Marimba, and all other BMC and third-party applications which are CMDB aware/compliant.

### SUPPORT FOR ITIL PROCESSES

Enables ITIL, CM, AM, IM, PM, SIM processes across tool and organizational boundaries by synchronizing data and states.

### AUTOMATED AND UP-TO-DATE ASSET INVENTORY

Delta updates of the BBES repositories are automatically registered and managed by the connector. The frequency of updates can be set as per the customer's specific requirements or as they occur.



**A high speed, high volume connector for loading and translating data from BlackBerry Enterprise Server (BBES) into the BMC Atrium CMDB**

Seamless Technologies BBES to CMDB connector provides a data center quality, automated solution to extract, map and populate the BMC Atrium CMDB with BlackBerry Enterprise Server discovered attributes and relationship asset information. By mapping, populating and reconciling the CMDB with BBES information, our integration product significantly reduces laborious manual process steps and costs in enabling Asset, Helpdesk, Change and Configuration processes which rely on BMC Software's Atrium CMDB.

### Key Functionality

- Documented and configurable predefined class maps of BBES to BMC Atrium CMDB
- Support for the latest BMC Atrium CMDB 7.5
- Supports both full load and delta updates
- Reduced complexity of CMDB CI population, access, change, change detection and audit
- Built-in functions to translate, manipulate and normalize the source data
- Flexible, powerful configuration and mapping
- Run book and process automation compatible
- High performance, multi-threaded and runs as a service

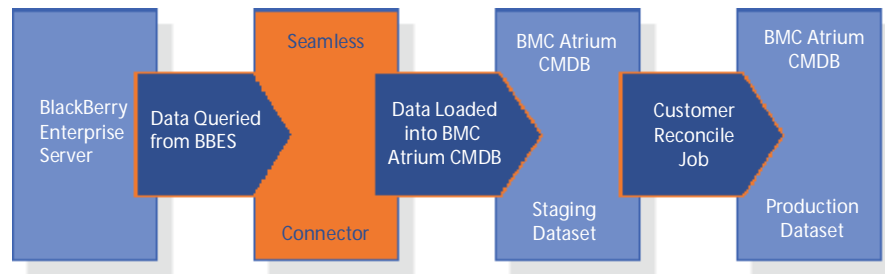
## SEAMLESS TECHNOLOGIES

Since 1995, Seamless Technologies, Inc has been a forerunner in IT service management and automation solutions integrating products that significantly reduce the cost of BMC, Microsoft System Center and HP (formerly Opware) based projects. Seamless provides consulting, best-of-breed technology products and ITIL best practices aligned to business objectives. We also provide a full lifecycle approach for market inter-connection needs, collateral, development, maintenance, and support.

For more information on any of our products or services please email [sales@seamlessti.com](mailto:sales@seamlessti.com) or visit us on the Web at: [www.seamlessti.com](http://www.seamlessti.com)

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# BlackBerry Enterprise Server to BMC Atrium CMDB Integration Features



### PREDEFINED CUSTOMIZABLE DATA MAP

The map defines BlackBerry user CIs and their related BlackBerry device CIs. The relationships defined in this map are user-device relationships. This default map can be used as a sample mapping and as a start point for your customized mapping.

### DEFAULT RECONCILIATION JOB

An automatic reconciliation job defined can be setup upon customer requirements by providing the criteria that fit their CMDB environment.

### BATCH MODE OR SERVICE/DAEMON MODE

The integration operates as a command line utility for the batch job scripts, or as a Windows service (Unix Daemon) to poll the data at defined intervals. This will ensure maximum flexibility for building a CMDB which is accurate and easy to audit, access, and change.

## Installation Requirements

### REQUIREMENTS

BMC Atrium CMDB 2.0 / 2.1 / 7.5  
Java 1.5 and up  
Network Connectivity to BBES database

### SUPPORTED PLATFORMS

BlackBerry Enterprise Server 4.1x or later

### SERVICES AVAILABLE

QuickStart Advanced consulting for connector installation and configuration

CMDB enablement, audit and process definition

