

# Seamless Technologies Inc

## CiscoWorks Resource Manager Essentials to BMC Atrium CMDB Connector

### PREDEFINED CUSTOMIZABLE DATA MAP

Users can map CiscoWorks devices to BMC Atrium CMDB using a default mapping file consisting of CI classes and all their relationships for Network device, Chassis, Cisco Card (including daughter card, and processors) and Network interfaces (address, port, etc).

### MULTI-TENANCY MODE

Multi-tenancy is used to segregate data and restrict access by the Company field, in BMC Remedy ITSM, or the Company form in BMC Remedy AR System. Access restrictions can be created so that a user with access to only one company cannot see data for another company. The connector supports multi-tenancy mode through its configuration's menu for easy setup, as well as some built-in functions for advanced setup.



**Automatically extract, map, and populate the BMC Atrium CMDB with CiscoWorks' inventory devices, attributes and relationship information.**

Seamless provides a commercial off-the-shelf and supported solution that synchronizes and maintains CMDB data from CiscoWorks network management solution for Cisco switches, access servers, and routers. The CiscoWorks Resource Manager Essentials (RME) to BMC Atrium CMDB connector enables the Remedy administrator to populate RME device data as well as device relationship data into the BMC Atrium CMDB as CIs.

The integration leverages a default mapping file to map network device and relationship data directly to the appropriate CMDB class structure. The integration also uses the Remedy reconciliation process to ensure proper network device data population and de-duplication.

### Key Functionality

- Best Practice mapping and reconciliation of CiscoWorks' classes to CIs and relationships in the BMC Atrium CMDB
- Automated updates of the asset and component repositories discovered and managed by CiscoWorks RME
- Enables ITIL CM, AM, IM, PM, SIM processes across tool and organizational boundaries by synchronizing data and states
- Field level modifications can be made via a license verified configuration file



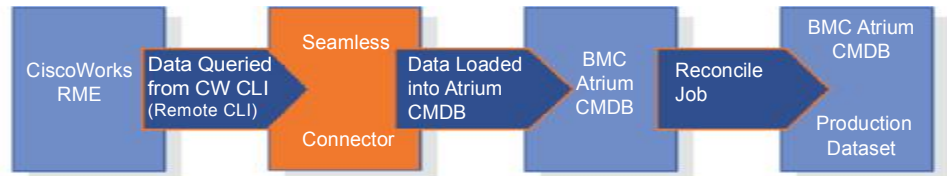
## SEAMLESS TECHNOLOGIES

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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# Integration Features and Compliance



The features offered by the CiscoWorks RME to BMC Atrium CMDB integration are based on ITIL use cases for Asset, Change and Incident Management and are compliant with best practices integration from the manufacturers.

### DEFAULT RECONCILIATION JOB

A default reconciliation job definition is available. Out of the box the reconciled data can be used by BMC Impact Manager Solutions and any Remedy Application, such as Change, Asset, Helpdesk (Incident and Problem).

### 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 interval. This will ensure maximum flexibility for building a CMDB which is accurate and easy to audit, access, and change.

# Installation Requirements

### REQUIREMENTS

CiscoWorks Resource Manager Essentials 4.0, 4.1, 4.3  
BMC Atrium CMDB 2.x, 7.5  
Java 1.5 or up

### SUPPORTED PLATFORMS

BMC Atrium CMDB  
CiscoWorks RME  
Microsoft Windows, Solaris, Linux  
Remedy AR System version 7.x

### SERVICES AVAILABLE

QuickStart Advanced  
consulting for connector  
installation and  
configuration

CMDB enablement, audit  
and process definition

ITIL-based process  
consulting

