

Seamless Technologies Inc

HP Service Manager to BMC Remedy ITSM (Suite)

BIDIRECTIONAL UPDATE CAPABILITIES

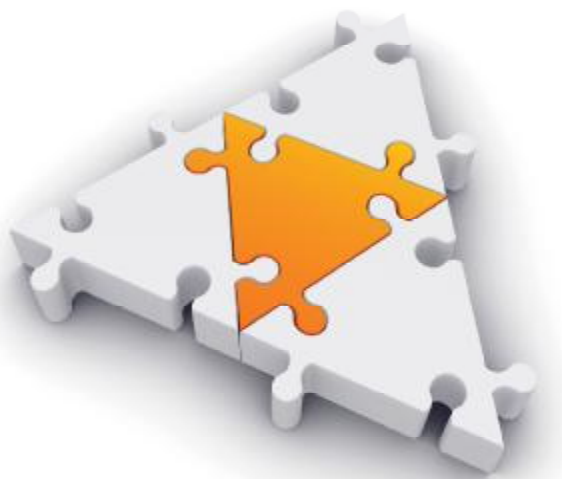
Incidents are tracked between systems using the system's native incident number. The SM incident number and Remedy Incident ID are stored in custom fields in each systems' forms.

PROPAGATE TO PEER SYSTEM

The system will leverage custom work-flow in both SM7 and Remedy sub-systems to determine updates from incidents that need to be propagated to the peer system.

CUSTOM FIELDS TO UNIQUELY IDENTIFY SM AND REMEDY RECORDS

Custom fields are added to both Incident sub-system forms to track and store incident cross-reference data



Synchronization of Unique Incident Updates between HP Service Manager and BMC Remedy Systems

Seamless Technologies' integration between HP Service Manager (SM) and BMC Remedy (ARS System) enables incidents created in the HP Service Manager system to be "routed" based on category, type and or item to 1 of n number for Remedy systems. The connector opens an incident in Remedy and populates both systems with cross-reference data. This cross-reference data is stored in custom fields within each sub-systems form(s). In case of a field change in either system, the connector will also cross-propagate incident update data to and from both systems. By using the cross-reference data (incident system / incident number) the two incident systems will be able to stay in sync.

Key Functionality

- Routes HP SM Incident to 1 or N number of Remedy systems based on Category / Type or Item of the HP SM Incident
- Supports bidirectional incident event-driven updates from HP SM to Remedy and vice-versa
- Accesses the HP SM and Remedy systems via their native WSDL (Web Services) interface
- Runs on either Incident System or a stand-alone server between the Incident systems
- Capable of recovering from fail-over



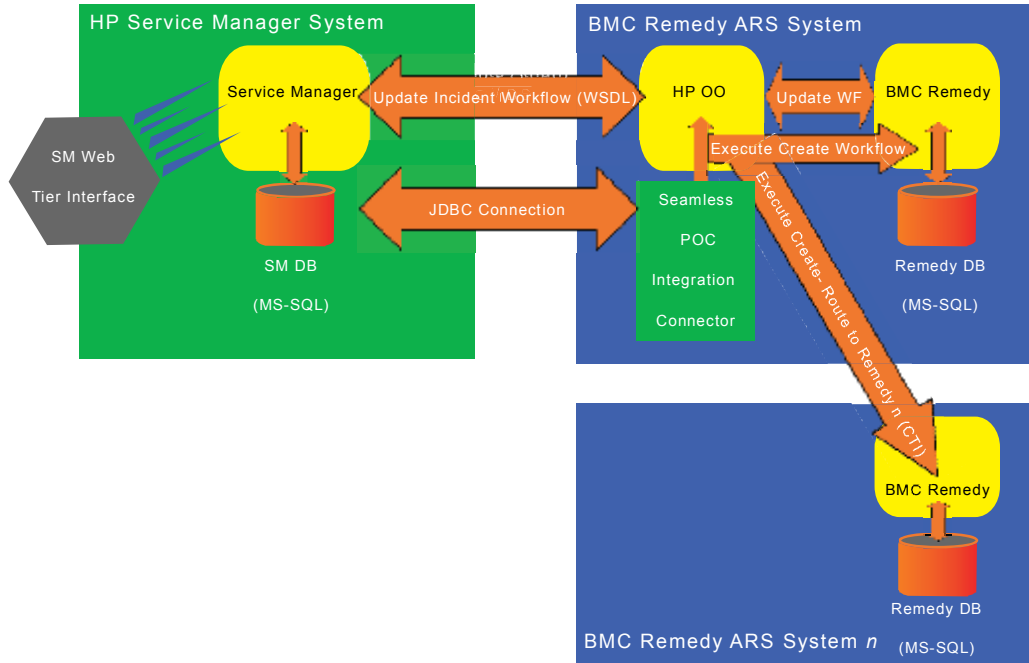
SEAMLESS TECHNOLOGIES

Seamless Technologies, an HP & BMC Development and Professional Services Partner, has been integrating software products such as HP (formerly Opware) Server Automation, Network Automation and Service Automation Reporter with CMDBs and other IT Operations support systems since 1995. We provide consulting, best-of-breed technology and ITIL best practices aligned to efficient operations and business objectives. Our offerings are proven in healthcare, telecommunications, and other industries where availability and performance are critical.

For more information on any of our products or services please email sales@seamlesssti.com or visit us on the Web at: www.seamlesssti.com

35 Airport Road
Morristown, NJ 07960
Phone 973.326.8900
Fax 973.326.8998

HP SM to BMC Remedy Incident/Problem



Installation Requirements

- REQUIREMENTS**

HP Service Manager (7.x platforms)
BMC Remedy System 6.5 or BMC Remedy ITSM 7.5
Java JRE 1.5 or up

- SUPPORTED PLATFORMS**

Microsoft Windows
UNIX

SERVICES AVAILABLE

HP Service Automation Reporter, HP Server Automation, HP Network Automation, HP Operations Orchestration implementations

Server automation process consulting

Custom integrations from HP BTO product suite

