

Seamless Technologies Inc

Microsoft System Center Configuration Manager (SCCM 2007 or SMS 2003) to BMC Atrium CMDB Connector

POWERFUL CONFIGURATION

Enables the integrated data to be viewed, managed and modeled by BMC Impact Manager, BMC Remedy Asset, BMC Remedy Change, BMC Configuration Management (Marimba) and all other BMC and third party applications which are CMDB-aware.

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

Automated updates of the asset and component repositories discovered and managed by SCCM. Also, frequency of updates can be set as per the customer's specific requirements or as they occur.



High Speed, High Volume Loading and Translation of Data into BMC Atrium CMDB

The Seamless integration of Microsoft System Center Configuration Manager (SCCM 2007) or SMS 2003 to BMC Atrium CMDB provides an automated process for defining, extending, mapping, loading, reconciling and updating the BMC Atrium CMDB. This enables the use of end-to-end, ITIL Asset, Incident and Change management processes in the Remedy ITSM suite.

By populating and reconciling BMC Atrium CMDB with Configuration Manager information, time-consuming manual processes and costs required for enabling asset synchronization, help desk and change/configurations are drastically lessen.

Key Functionality

- Best Practice mapping and reconciliation of SCCM Classes to CIs and relationships in the Atrium CMDB
- DSL managed configuration management of software inventory
- Field level modifications can be made via a license verified configuration file
- Able to launch Remedy workflow at several points in order to open tickets or run audits
- Designed for high speed, high volume and efficient data integration
- Automated updates of the asset and component repositories discovered and managed by SCCM

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 Opsware) 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.

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Integration Features and Compliance

The features offered by the SCCM 2007/SMS 2003 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.

PREDEFINED CUSTOMIZABLE DATA MAP

Provides customizable configuration files for the user to map SCCM 2007 or SMS 2003 database entries to BMC Atrium CMDB. The default mapping consists of computers, disk drives, processors, memory, operation and communication interfaces, etc, and their relationships.

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.

System Requirements

- BMC Atrium CMDB 2.x / 7.5
- Java 1.5 and up
- Any Java Databased Connectivity (JDBC)
- Microsoft System Center Configuration 2007 or Microsoft SMS 2003

SERVICES AVAILABLE

QuickStart Advanced consulting for connector installation and configuration

CMDB enablement, audit and process definition

ITIL-based process consulting

