

▶ Seamless ITIL Bridge for Microsoft System Center Operations Manager 2007 to BMC Remedy ARS & Remedy ITSM v7

Tools for Managing IT Applications Based on Business Priorities

The Integration of Microsoft Systems Center Operations Manager (OpsMgr 2007) to BMC® Remedy ARS and Remedy ITSMv7 enables shortened time for resolution and to diagnose service impacting incidents, events and problems. This allows the issue to be automatically created as a rich ticket and routed to the appropriate support personnel who has the skills to triage, remediate and prevent the issue from becoming a brownout.

▶ PROACTIVE INCIDENT MANAGEMENT

Based on alerts in OpsMgr 2007, this integration provides a data center quality, reliable process for an automatic creation of tickets. This creates a real-time, fully digital process of incident or problem onset route to the person responsible for the incident resolution. Through automation, this integration improves availability and time for resolution of problems. Furthermore, out of the box Service Management reports (Remedy, Dashboards, Analytics, BSM) are enhanced with data from OpsMgr 2007 events which also improve the problem process and provide operations transparency for better decision making, maintenance requests and reduction in time for resolution and repair.

▶ SEAMLESS IMPROVES SERVICE

Seamless Technologies has a proven specialty in building advanced service management solutions for Remedy based customers for over 12 years. Seamless also provides custom integrations and has both BSM Certification from BMC and certified ITIL foundation experts on staff. Also a leader in integrating disparate systems, Seamless has been at the forefront of integrating BMC/Remedy products with Microsoft's OpsMgr 2007 and other vendor solutions.

Delivers Automated Remedy Ticket Creation Based on OpsMgr 2007 Events

Configurable ticket generation for every subscribed alert

Simplifies overall event management by capturing real-time events in Remedy

Synchronizes alert state between OpsMgr 2007 and Remedy

Uses Remedy developer interfaces to communicate between the integration and Remedy

Reliable Carrier-grade Bridge between OpsMgr 2007 and Remedy

Customizable field mappings between OpsMgr 2007 and Remedy

Integration is capable of recovering from fail-over

▶ KEY FUNCTIONALITY



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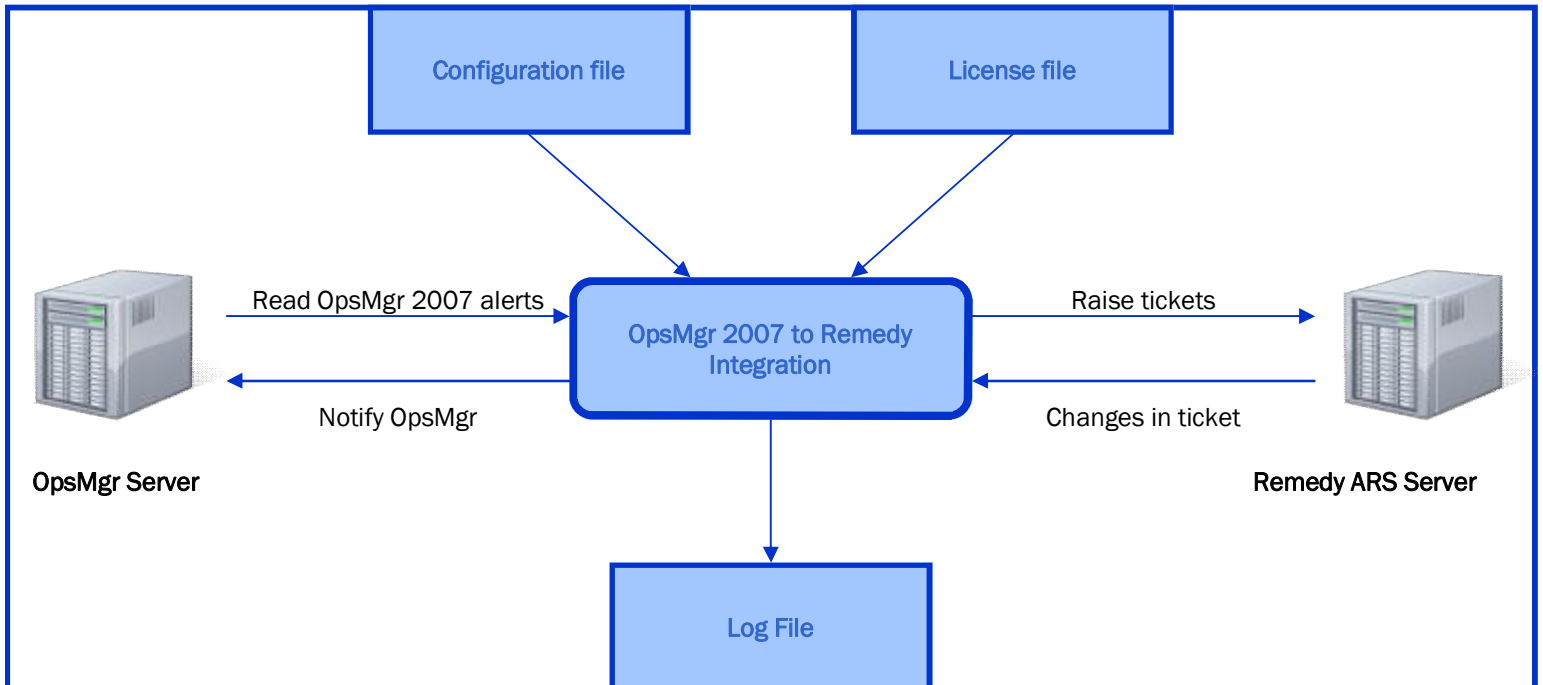
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INTEGRATION FEATURES

- No additional hardware or software training required
- Easy to install and simple to use
- Supports BMC Remedy ARS, Helpdesk, ITSM, 6.x, 7.x
- Adaptable to custom Remedy applications or out of the box
- Compliant with ITILv2 & ITILv3
- Supports Atrium CMDB 1.1, CMDB 2.x customization and workflow initiation
- Provides Microsoft Management Pack to monitor the operational status of the Seamless product

INSTALLATION	
Requirements	Microsoft Windows 2000 SP1 OR Microsoft Windows XPSP1 or higher OR Microsoft Windows Server 2003 Microsoft .NET Framework 2.0
Possible Configurations	OpsMgr 2007 Integration for BMC Remedy can be run on its own server as long as there is network connectivity to BMC Remedy Server and at least one OpsMgr 2007 server in a OpsMgr 2007 configuration group. OpsMgr 2007 Integration for BMC Remedy can be run on the OpsMgr 2007 server as long as there is network connectivity to BMC Remedy Server
OpsMgr 2007 Compliance	OpsMgr 2007
BMC Remedy Action Request System	BMC Remedy ARS & Service Desk 6.x, 7.x, ITSMv7

Logical architecture of the Seamless Technologies product:: BLUE components are elements of the Seamless Product.



To order , please send you PO by email to sales@seamlessti.com with subject line "OpsMgr 2007 to ARS" or fax to +1 973 326 8998 to the attention of the Sales Dept

