

▶ Seamless Closed Loop Change and Configuration Management (CCM) Middleware for HP Server Automation

Seamless CCM for HP Server Automation provides a link between the activities in HP SA and the Remedy Service Desk.

Identifying and coordinating all changes to the IT components across a singular and common change management process using a process-based CMDB has become a determining factor in the achievement of IT service improvement and IT cost reduction.

The integration of HP command and control software to the BMC Software Remedy Service Desk allows unprecedented visibility of changes in IT infrastructure. Seamless' Remedy CCM for HP Server Automation provides a link between the service desk ITIL process activities and the change and remediation functions performed using the HP SA software.

This consolidated point of control at the enterprise service desk is an ITIL best practice for centralized change submission, review, approval, rejection, help desk reporting and management, IT service reporting and regulatory audit controls.

▶ WHAT CUSTOMERS ARE SAYING

Customers report that there is an 80% correlation between changes made to the IT service components and service outages. This illustrates that even minor change to configurations of IT service components need to follow a change control process which provides proper examination of risks of the change from the IT change control community. Therefore any changes should follow an ITIL and best practice process for change management. Seamless CCM for HP Server Automation provides a link between the activities in HP and the Service Desk.

Improved Auditing and Compliance

⊕ CCM FOR OPSWARE BENEFITS

Decreased Downtime

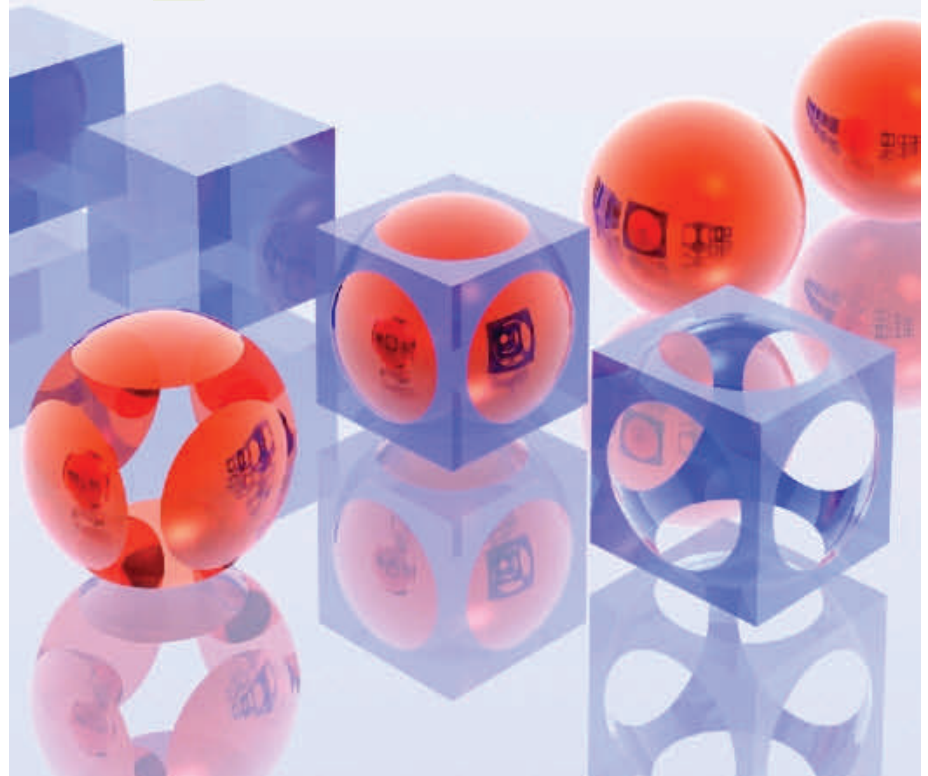
HP SA audit failures are translated into actionable interpretable Service Desk change tickets, which are approved by the CAB, reducing further downtime.

ITIL Compliance

Access a single console for consolidated change request viewing with NO additional HW, SW, or Training.

Enterprise Integrity

View HP SA policy audit exceptions through Service Desk tickets via bi-directional data flow which enables faster audits.



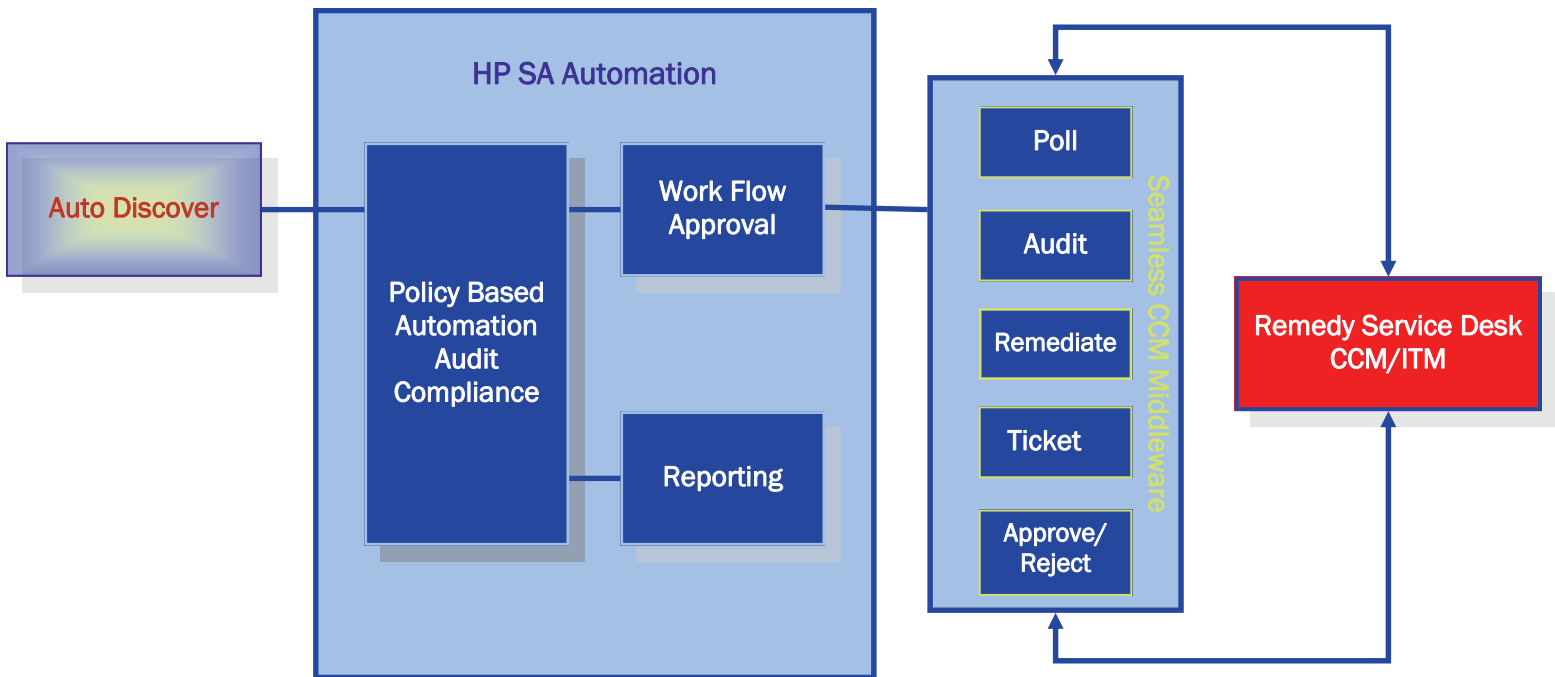
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INSTALLATION

Requirements / Compatibility	Microsoft Windows 200 SP1 OR Microsoft Windows XP SP1 or higher OR Microsoft Windows Server 2003 Linux HP Server Automation software Service Desk: [BMC Software Remedy ARS 5, 6, 7] Change Management: [BMC Software Remedy ARS 5,6,7]
Possible Configurations	HP SA to Remedy Change Management HP SA to Remedy Service Desk



For more information or to order,
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