

▶ Seamless Technologies' Conversion Utility for BMC PATROL Enterprise Manager to BMC Event Manager

▶ BSM CERTIFIED SOLUTION PARTNER

Seamless Technologies maximizes your investment in BMC technology.

Seamless Services helps customers plan, design, implement, and manage deployment of solutions to their optimal advantage. Our added value is to provide customers with a total enterprise management solution.

As a BMC BSM (Business Service Management) Certified Solution Partner, Seamless Technologies offers strategic alignment, successful implementation of BMC Solutions and performance assessment for existing BMC-based solutions including upgrades to newer versions of BMC or integrating BMC into the enterprise.



▶ BMC'S EVENT MANAGEMENT STRATEGY

BMC Event Manager (BEM) offers many exciting capabilities and provides a tight integration to many other BMC solutions such as BMC Service Impact Manager (SIM), BMC Performance Manager, Remedy Service Desk and the rest of the Remedy ITSM suite. As the foundation for SIM, BEM is a key solution in BMC's BSM strategy.

BMC recommends that BMC PATROL Enterprise Manager (PEM) customers migrate to BMC Event Manager. PEM v4.5.00 is the final release of this solution. There will be no support for new platforms or database versions. As of right now, BMC will continue to support PEM until 2010.

BEM is receiving significant investment and new features and functions will be available in this solution and not for PEM.



Deriving Business Value from IT Investments

▶ PEM TO BEM BENEFITS

Enhanced Performance and Accuracy

Event Queuing

Guaranteed Delivery During Event Storms

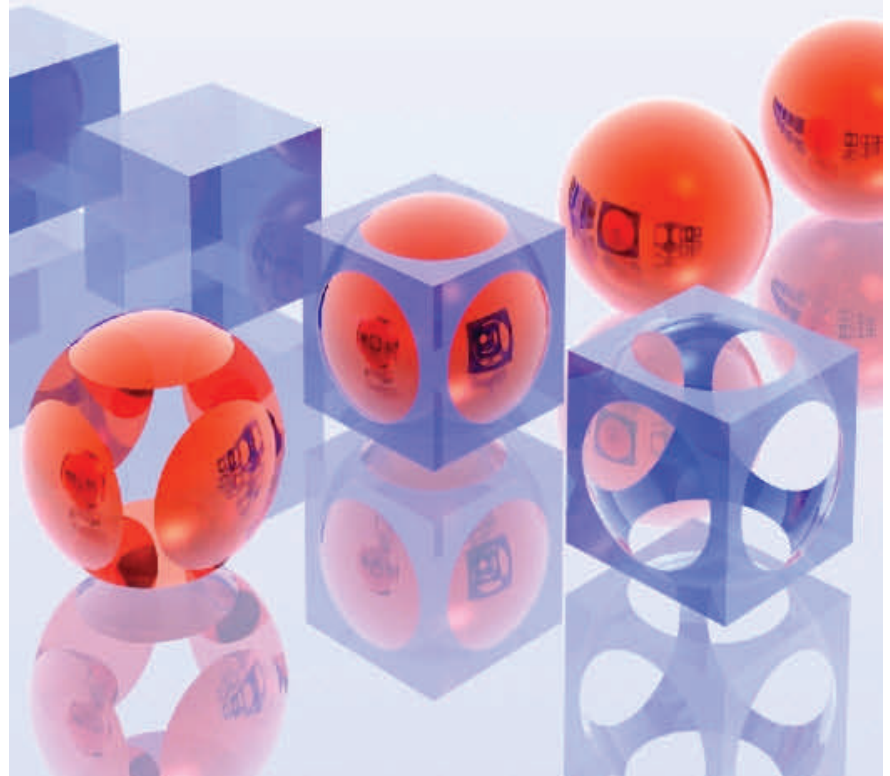
Recovery from Intermittent Connectivity Loss

Service Modeling with BMC Service Impact Management (SIM)

Event Processing

Ticket, Email and Event Reductions

Advanced Quiesce/Blackout Period Solution



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▶ Seamless Technologies' Conversion Utility for BMC PATROL Enterprise Manager to BMC Event Manager

▶ SEAMLESS CONVERSION UTILITY FOR PEM TO BEM

Seamless' conversion utility automatically converts the PEM rule basis into native BMC BEM/SIM rules language.

BMC Event Manager uses a powerful and flexible event management solution which offers a unique distributed event processing architecture for highly reliable and scalable IT Operations solutions.

With any Event Management system there are right and wrong ways to do things, for starters a BEM solution should be planned and architected by a qualified professional. Converting an existing PEM functionality to produce the same results in BEM is not always a one-for-one conversion. PEM and BEM are built from completely different code bases. Most PEM implementations have a communication file. This file can be converted and optimized for BEM with Seamless Technologies Conversion Utility. By converting data into rules or dynamic data entries in BEM, you can significantly reduce time to deploy.

▶ SEAMLESS CONSULTING SERVICES

STRATEGIC BUSINESS

BSM Roadmap

ITIL Assessment and Adoption Plan

ITIL to Technology Alignment Roadmap

General Process Definition and Re-engineering

SOLUTION DELIVERY

Assessment & Requirement Needs

Application Architecture & Design

Implementation, Testing, & Deployment

Project Management

OPTIMIZATION

Performance Assessment

Upgrade & Migration Services

Enterprise Integration Services

PEM TO BEM SERVICES

PEM/TEC TO BEM CONVERSION DELIVERY METHODOLOGY

FIXED PRICE PEM/TEC REPLACEMENTS

PROVEN & PROPRIETARY TOOLS FOR PEM & TEC RULES CONVERSIONS

CONCURRENT TEAM BASED DELIVERY METHODOLOGY SCALES WELL

PEM TO BEM CONVERSION SOLUTION

ANALYSIS & DESIGN WORKSHOP

BUSINESS CASE & PROJECT PLANS

CONFIGURATION FILES & SCRIPTS

ROLES OF CUSTOMER AND SEAMLESS

TEST PLANS

CUSTOM OPERATIONS GUIDE TO RUN THE SOLUTION

Seamless Technologies is a leading supplier of solutions to increase service quality and reduce the cost and complexity associated with managing large scale IT organizations.

Seamless Technologies has a proven specialty in custom integration, CMDB construction, Event Management, Service Modeling, BSM product development and is a business partner of Microsoft, BMC and HP. Seamless has certified ITIL foundation experts on staff. With over ten years of practical service and enterprise management experience, Seamless offers real world hardened processes and solutions. Also a pioneer in the integration of BMC products with third party solutions, Seamless provides services to help integrate disparate systems.



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