

▶ Seamless Technologies' Conversion Utility for Tivoli Enterprise Console (TEC) 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.



▶ SEAMLESS MAKES A CASE FOR CHANGE

The largest US life insurance company needed to upgrade and renew maintenance for their Tivoli TEC environment, and was interested in an alternative approach. Already a Remedy customer, they understood the synergy and effectiveness of using the Remedy CMDB as a single information base rather than separate sources for the service desk and event correlation.

The case for upgrading TEC to BEM was powerful, as it leveraged the customer's existing Remedy investment and would reduce TCO significantly versus the "do nothing" approach. Seamless Technologies' solution used a process-based methodology, including the Seamless Rules Conversion Tool which helped ensure that the project was delivered on time and at budget. As a result the customer's management capacity was increased and maintenance reduced.



Deriving Business Value from IT Investments

⊕ TEC TO BEM BENEFITS

Lower maintenance and support for service impact model management and change control processes

Single fault stream/pane of glass reduces time to diagnosis

Reduced technical complexity

Improved reliability and scalability

Increased customer satisfaction through less time spent on clearing alarms



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▶ Seamless Technologies' Conversion Utility for Tivoli Enterprise Console (TEC) to BMC Event Manager

▶ SEAMLESS CONVERSION UTILITY FOR TEC TO BEM

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

By upgrading TEC with BEM, Remedy customers have a great opportunity to consolidate event correlation rules in the central server, service impact alerts, and initiate the incident diagnosis process sooner. This upgrade will also automate event enrichment and storing information models in BMC Atrium CMDB which supports more reliable data, compliance reporting, and ITSM data.

Seamless' solution dramatically reduces the complexity and number of components to support the event stream

▶ KEY FUNCTIONALITY

- Microsoft MOM, Mainframe, SNMP, Tivoli event information all in one view
- Automatic ticket population
- Single operator interfaces
- Improved prioritization of response and IT support service
- Lightweight event collection cells offer a simplified platform for distributed correlation
- Event reporting

TEC 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

TEC 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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