

VMware vCenter Server to BMC Atrium CMDB Connector



Increase IT accuracy by populating your BMC Atrium CMDB with “real time” update of Virtual Machines (VMs) Asset Information

The Seamless integration of VMware vCenter Server to BMC Atrium CMDB provides a real-time, high-speed integration bridge that delivers a centralized view of virtual infrastructure components within the Atrium CMDB. Users can clearly view the configuration items (CIs) and relationships among different VMs, ESXs and storage systems from any Atrium CMDB compliant application such as Remedy Change, Asset, or Helpdesk (Incident and Problem).

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

Key Functionality

- Best Practice mapping and reconciliation of VMware Classes to CIs and relationships in the BMC Atrium CMDB
- Relationships between VMs, ESXs and Storages are captured as federated data within the CMDB
- By using a data visualizer, end users can clearly view the relationships between different VMs, ESXs and Storages
- Designed for high speed, high volume and efficient data integration
- Changes in VMware vCenter trigger automatic updates of CIs and relationships in the CMDB
- Unique API level integration for real time CMDB updates

POWERFUL CONFIGURATION

As the cloud computing model evolves, it is increasingly critical to dynamically view, manage and allocate resources, see real-time availability, inventory and manage workloads. Our integration supports configuration accuracy in the cloud self-service computing asset, configuration, change and inventory processes in BMC Atrium CMDB installations.

MINIMIZED MEAN TIME TO REPAIR (MTTR)

Reduces complexity of CMDB CI population, access, change, change detection, and audit, and minimizes MTTR during the incident and diagnostic phase.

AUTOMATED AND UP-TO-DATE ASSET INVENTORY

Automates updates of the asset and component repositories discovered and managed by VMware vCenter. Frequency of updates can be set as per the customer's specific requirements on a schedule or event basis.

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 and complexity associated with managing large scale IT organizations. Seamless provides consulting, best-of-breed technology products and ITIL best practices aligned to business objectives. We also provide a full life cycle approach for market inter-connection needs, collateral, development, maintenance, and support.

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Integration Features and Compliance

The features offered by the VMware vCenter 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 VMware vCenter entries to BMC Atrium CMDB. The default mapping consists of ESX hosts, VMs, Storages and their relationships.

Default reconciliation job

A default reconciliation job definition is available. Out of the box the reconciled data can be used by 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 intervals. 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
- VMware vSphere 4.0

SERVICES AVAILABLE

QuickStart Advanced consulting for connector installation and configuration

CMDB enablement, audit and process definition

ITIL-based process consulting

