



Seamless Technologies Delivers Automatic Incident Monitoring and Management

Seamless BMC Remedy Module for Microsoft SCOM Accelerates Problem Resolution and Reduces Service Availability Interruptions

Morristown, NJ, August 13, 2007 – Seamless Technologies, Inc., a leading provider of advanced IT business management solutions, today introduced the Seamless BMC Remedy ITSM Module for Microsoft Systems Management Center Operations Manager (SCOM), a service management bridge that automates real-time Remedy ticket creation based on SCOM/MOM 2007 incidents or alerts. This dramatically speeds incident resolution to improve service quality, reporting, reliability, and availability.

“We live in the age of zero tolerance for service interruptions. So, it is imperative to resolve incidents before they become problematic,” said Kevin Johnson, president and founder of Seamless Technologies. “Our new SCOM-Remedy integration module is a fully automated and integrated solution that delivers exceptional visibility and reliability for real-time incident detection and resolution.”

With proactive end-to-end management becoming more important than ever, Seamless’ BMC Remedy Module for SCOM significantly speeds the time to diagnose and resolve service-impacting incidents and events, and provides incident and problem data to improve service and meet SLAs. Seamless’ BMC SCOM-Remedy module instantly detects service issues, converts them into an information-rich Remedy ticket and routes them to appropriate triage support staff for remediation, preventing any brown-out situations. Key advantages include:

- **Compliance:** Compliant with ITIL, BMC and Seamless best practices for incident management
- **Automatic and Reliable Ticket Generation:** Creates Remedy incident tickets, including the state and severity, based on SCOM alerts.
- **Tight Remedy and MS SCOM Integration:** Provides reliable, carrier-grade bridge between SCOM and Remedy that uses Remedy developer interfaces and delivers alert-state synchronization between SCOM and Remedy.
- **Better Visibility and Reporting:** Enhances out-of-the-box service management reports (Remedy, Dashboards, Analytics, and BSM) with valuable data from SCOM events for exceptional operational transparency and decision making.
- **Simplified Overall Event Management:** Captures real-time events in Remedy to shorten resolution time.
- **Easy Installation and Customization:** Requires no additional hardware or software and can be used out-of-the-box or with custom Remedy applications.

Available immediately, Seamless Technologies' BMC Remedy Module for MS-SCOM supports Remedy ARS, ITSM 6.x, 7.x, and HelpDesk and is compliant with ITIL v2 and v3 best practices. Pricing and demonstrations are available at <http://www.seamlessti.com/company/contactUs.html>.

About Seamless Technologies

Since 1995, Seamless Technologies, Inc. has been a forerunner in IT service management solutions integrating products like BMC/Remedy with Microsoft's SCOM and other solutions. A leading integrator of BMC products, Seamless is the creator of BSM-in-a-Box™, an IT service enablement platform for help desks, infrastructure management and BSM that includes methodology, software, services, and processes at a fixed price. Seamless Technologies offerings are proven in healthcare, telecommunications and financial services where availability and performance are critical. Seamless is a BMC Software Technology Alliance Partner, a BMC BSM Certified Partner and a Microsoft Technology Adoption Program member. For more information, visit www.seamlessti.com.

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