



## **Seamless Technologies Delivers BMC Event Manager Bridge for TL1 Devices**

*Integration Bridge Automatically Loads and Formats TL1 Data into BMC Infrastructure*

**Morristown, NJ, January 15, 2009** – Seamless Technologies, Inc., a leading provider of advanced service management and automation solutions, today expanded its BMC Event integration suite with the introduction of the Seamless BMC Event Manager Bridge for TL1 Devices, an integration bridge that takes TL1-formatted messages from any TL1 device and automatically loads and formats the event data into BMC Event Manager. Additionally, the Seamless bridge can act as a bi-directional interface to the TL1 device, allowing operators to further diagnose issues or request additional parameters from the TL-1 device.

“Our new bridge delivers much needed integration with TL1 devices,” said Kevin Johnson, president and founder of Seamless Technologies. “TL1 is still a widely used protocol today and it’s important for network operators to have transparent and seamless access to TL1 event information to improve response times to issues and provide visibility to network security and manageability.”

The Seamless integration bridge ships with a set of default MRL rules that handle event selection, deduplication, enhancement and correlation. Key features include:

### **Autonomous Messaging**

Generates and identifies the source of autonomous messages to report alarms or events.

### **Network Audit**

Handles different login procedures and stores login chat strings for all configured devices. A local copy of messages is stored to a log file for audit purposes.

### **Manageable Connections**

Manages and maintains connections to any number of TL1 Network Elements and includes a configurable port number and polling interval. The integration maintains a persistent socket-based connection.

### **Availability and Supported Platforms**

The TL1 Event Bridge will support BMC Impact Manager (Event Manager / Service Impact Manager) running on the following platforms: Microsoft Windows XP Professional, SP2; Microsoft Windows Server 2003, SP1 and SP2 (Standard and Enterprise Editions); Microsoft Windows Server 2003 X64 (32-bit compatibility mode) SP1; Red Hat Linux Advanced Server 4.0 and 5.0; SUSE Linux Enterprise Server 9; IBM AIX 5.2, 5.3; HP-UX 11.23 (11i v2); Sun Solaris 9, 10; Sun Solaris 10 zones (32 bit); VMWare ESX 3.0 with Microsoft Windows Server 2003; Enterprise Edition as guest operating system (32 bit); and VMWare ESX 3.0 with Red Hat Linux Enterprise Server as guest operating system (32 bit).

### **About Seamless Technologies**

Since 1995, Seamless Technologies, Inc. has been a forerunner in IT service management and automation solutions by integrating customer tools with Service Desks, CMDBs and other IT Operations support systems. Seamless provides consulting, best-of-breed technology products and ITIL best practices aligned to efficient operations and business objectives. Seamless Technologies offerings are proven in healthcare, telecommunications and financial services industries where availability and performance are critical. Seamless is an HP Development and Professional Services Partner, a Microsoft System Center Alliance member, and a BMC BSM Certified Partner. For more information, visit [www.seamlessti.com/products.html](http://www.seamlessti.com/products.html).

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