



BMC Remedy Asset Configuration Management

BMC Remedy Asset Configuration Management enables IT to get control over the full lifecycle and the total cost of IT assets – from purchase to retirement. With powerful software license and contract management features, BMC helps drive down one of the largest sources of IT spending. Unlike other asset management solutions, BMC delivers a multi-tenant solution that seamlessly integrates into ITIL service support workflows for change, incident, problem, and configuration management to deliver the operational context needed to reduce downtime and improve service quality.

KEY BENEFITS

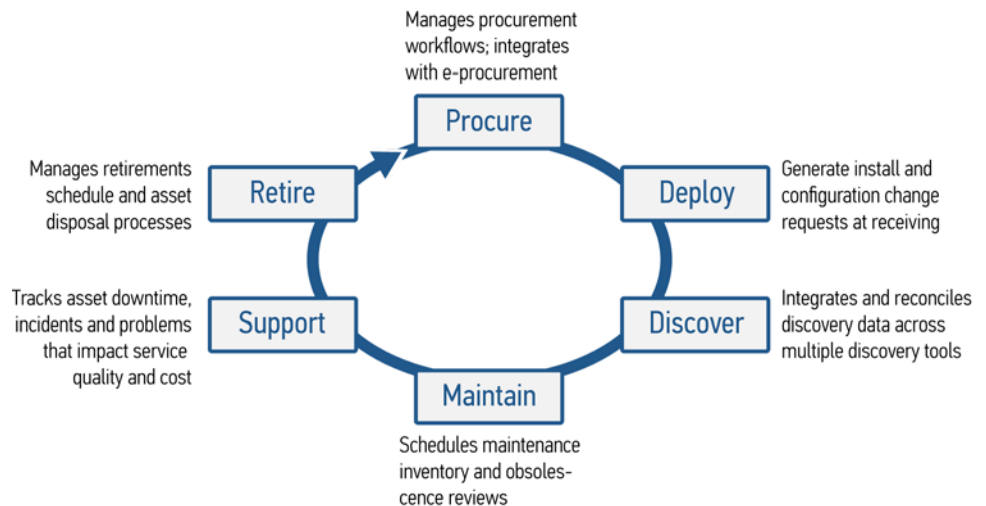
- » Lower software license costs and compliance risk
- » Avoid over- and under-purchasing of hardware and software
- » Reduce leasing costs and penalties
- » Streamline interactions with change, incident, problem, and configuration management processes
- » Reduce operational down time and improve service quality
- » Realize value more quickly from your configuration management database (CMDB) initiative

BUSINESS CHALLENGE

Increasingly, IT is struggling to gain visibility and control over cost, compliance and operational impact of assets. Environments are in constant flux - virtualization, high asset turnover, mobility, acquisitions, reorganizations, employee turnover, not to mention the complexity and frequent changes to the distributed infrastructure all conspire to drive up asset and support costs by 30% or more, while impacting service quality. Stand-alone approaches to IT asset management often fall short on this challenge, because they poorly integrate with the operational processes — including incident, problem, change and service desk — necessary to deliver the operational context, accuracy and accessibility of asset information.

THE BMC SOLUTION

BMC Remedy Asset Configuration Management helps you drive down IT costs, while improving service quality and compliance with a comprehensive approach to IT asset lifecycle management. Its native integration with IT Infrastructure Library® (ITIL®) workflows empowers you with more proactive control and greater visibility into your IT assets, from requisition to retirement:



AN INTEGRATED, ITIL APPROACH TO ASSET MANAGEMENT

BMC Remedy Asset Configuration Management is part of the industry-leading ITIL process automation suite, BMC Remedy IT Service Management (ITSM). Unlike other asset management tools, it is a multi-tenant solution that natively shares the same CMDB, workflows, data model, permission model, and user interface with incident, problem, change, and service level management applications — with no additional integration to develop or maintain. By coordinating IT Asset and ITIL operational processes around the same CI data, you get better visibility and process control for how incidents, problems, changes, configurations, and SLAs affect your assets, and vice-versa. Critical asset configuration data is up-to-date and easily accessible to the IT staff responsible for fixing problems. This approach not only drives down costs but delivers better operational efficiency and less down-time as compared with siloed solutions.

The included BMC Atrium Configuration Management Database (CMDB) automatically reconciles and manages data about your deployed hardware and software. Data from auto-discovery tools, such as BMC Discovery and

Gartner estimates "[organizations] that systematically manage the life cycle of their IT assets will reduce cost per asset by as much as 30 percent during the first year, and between 5 percent and 10 percent annually by 2010 (0.8 probability)".

Gartner Research, Inc., "Ensure Healthy IT Services With Asset Life Cycle Management," W. Snyder and F. O'Brien, 5 August 2005

"Because of the tight connection, firms should make sure that a solid foundation of IT asset management backs up any attempts to implement ITIL — and, ultimately, a CMDB."

Forrester Research, Inc., "IT Asset Management, ITIL, And The CMDB: Paving The Way For BSM", Robert McNeill and Thomas Mendel, Ph.D., 24 October 2005

BUSINESS RUNS ON I.T.

I.T. RUNS ON BMC SOFTWARE

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit www.bmc.com for more information.

other data sources, are automatically merged and managed for conflicts and missing data. This increases data accuracy and provides a solid foundation for effective IT asset management and BSM.

The solution also works with BMC Vendor Relationship Management to optimize the overall vendor portfolio (including service providers and outsourcers) - managing vendor performance, financials, contracts, commitments, and key vendor processes.

PROACTIVE SOFTWARE LICENSE MANAGEMENT

BMC Remedy Asset Configuration Management helps you reduce overspending on software license and compliance costs by incorporating software license management into both your asset and operational processes. The software license management solution works by comparing software license entitlements against usage and providing compliance reporting to identify under- and over-utilization:

Capture License Inventory & Entitlements

- » Flexible contract management paired with specialized license certificates accurately captures over 90% of licensee models out-of-box, including enterprise, site, per-copy and other licensing schemes.
- » User-defined certificate capability to capture unusual or customized licensing agreements

Track License Usage

- » Provides a complete picture of application deployment and usage – mainframe, distributed and virtual – through CI data populated by BMC Discovery, BMC Software Usage and other sources
- » The included ITIL Definitive Media Library (DML) translates discovery scan data into normalized software titles and descriptions, enabling more accurate and efficient matching of discovered software to licenses
- » The DML Product Dictionary supports over 10,000 applications and is regularly updated

Analyze License Compliance

- » Connects license certificates ("software inventory") to usage information in CMDB
- » Flexible, rules-based license engine, with wizard-based rules creation to define compliance criteria
- » Dashboards, alerts, and out-of-box reporting to quickly identify and analyze compliance issues

CONTRACT AND FINANCIAL MANAGEMENT

BMC Asset Configuration Management features extensive contract and financial management that can help drive down costs by eliminate late penalties and unnecessary maintenance, while connecting asset costs to business services to improve investment decisions:

- » Proactively Manage Contracts - Automate linkages between assets and software license, leases, warranty, and support contracts to optimize entitlements and ensure compliance
- » Control Asset Costs - Track total cost of ownership, including recurring and ad hoc costs attributable to maintenance contracts, incidents, changes, and depreciation; manages chargebacks; improves budget transparency and predictability

PROVEN RETURN ON INVESTMENT

Using BMC, IT organizations around the world have realized immediate, measurable savings by redeploying surplus assets, optimizing software license purchasing and deployment, reducing lease penalties, eliminating software compliance risk and penalties, and rationalizing maintenance contracts. As a representation of potential savings, a typical 15,000 employee enterprise could realize over \$4 million in first year savings through a comprehensive IT asset program supported by BMC Asset Configuration Management.