



BMC Atrium Orchestrator

BMC Atrium Orchestrator delivers rapid value by automating routine operational procedures and facilitating orchestration of cross-functional, enterprise-wide, IT management functions. With BMC Atrium Orchestrator, you can utilize run book automation to resolve problems more quickly, increase service availability, and improve the efficiency of your staff – to be more effectively support the convergence of business and IT goals.

KEY FEATURES

- » Quickly achieve new value from your existing IT investments with pre-built workflows that automate cross-functional operational activities across BMC solution areas and mixed-vendor IT environments
- » Automate routine tasks, so your team can focus on higher value projects, thus maximizing the effectiveness of your IT resources
- » Make every operator as good as your best by defining automated processes that embody best-practice standards, ensuring compliance with policies each and every time
- » Scale automation to the scope and size your business demands, meeting the ever-increasing demands of even the world's largest and most complex operations BMC Atrium CMDB

Business Challenge

The need to manage large, complex, heterogeneous IT environments is as considerable today as any time in history. To better manage this enormous and increasingly complex challenge, many companies have invested substantial resources in network and enterprise systems management solutions. Yet, operators still rely on highly manual processes to manage incidents and problems, determine customer impact, prioritize activities, and perform basic triage and root cause analysis. Adding to the challenge is the fact that network, enterprise, and operating system (OS) management tools and systems are generally siloed, often embedding custom, point-to-point integrations or custom-built, undocumented scripts for cross-platform functions. Operators are left to manually source data, perform cross-platform and cross-system data integration, synthesize results, and determine root source issues — only then to begin remediation steps. As a result, companies often find themselves with unstructured procedural activity, extensive service outage periods, ballooning labor costs, and an inflexible service delivery infrastructure.

The BMC Solution

BMC Atrium Orchestrator automates manual tasks that span functional areas of your IT environment – tasks that are routine, but degrade operational efficiency, process compliance and quality of service. Workflows based on ITIL standards can be built and adapted to match your processes, with components selected from a library of operator actions and workflow templates. Created using the graphical Development Studio, BMC Atrium Orchestrator quickly delivers process improvements without a long wait for pay-back on your investment. Connecting your Business Service Management (BSM) tools in a composite enterprise process reduces the time, staff effort and skill level required to accomplish important cross-function tasks in compliance with policies, supporting lights out data center operations and enabling the shift of resources from operations overhead to important business improvement projects.

The process engine

BMC Atrium Orchestrator is built on a low overhead, peer-to-peer grid architecture based on open standards to provide the scalability, resiliency, and security required by even the largest data centers. More than 1,000 predefined, out-of-the-box run book processes and operator actions based on ITIL standards are available for use in the Business Process Execution Language (BPEL)-based workflow automation environment. Process monitoring provides dashboards and reporting of the cross-domain automation effectiveness in your IT environment.

Low total cost of ownership (TCO)

Abstraction of data enables common workflow designs to be applied to additional objects without redevelopment, enabling many applications to be upgraded or migrated without redesigning the workflows. The low processing overhead of the grid architecture minimizes the hardware requirements for high-throughput deployments, and can be configured for load balancing and high availability without requiring additional clustering or database licenses.

Features

- » Data abstraction
- » Load balancing
- » High availability
- » Development Studio

WITH BMC ATRIUM
ORCHESTRATOR YOU CAN:

- » Optimize and enforce enterprise process standards
- » Reduce custom development and integration efforts
- » Improve quality-of-service
- » Achieve measurable ROI in weeks

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 March 31, 2009, BMC revenue was approximately \$1.87 billion. Visit www.bmc.com for more information.

Alignment with Best Practices

BMC Atrium Orchestrator is a core solution for automating tasks between BSM disciplines, much like BMC Atrium CMDB centralizes configured item (CI) data for use by all BSM applications. Some of the important processes addressed by BMC Atrium Orchestrator from ITIL and COBIT standards include:

- » Enterprise change control process compliance
- » Incident and performance triage and remediation
- » Service and resource life-cycle management
- » Event and data synchronization between multiple applications
- » On-boarding new users, customers or acquisitions

The Development Studio is a streamlined, graphics-oriented BPEL process configurator for implementation and modification of these processes. The ease of building processes is enhanced by the Basic Transform Editor that defines basic operations on CIs and the Integration Mapping Wizard that queries BMC Remedy for data schemas and forms.

Pre-built workflows are optionally available to further accelerate the deployment of a variety of key processes, especially change control process compliance, problem management and life-cycle management. Workflow collections are available for server and network automation, including virtualization as well as incident and performance triage and remediation. Pre-built workflows are continually being added, so check often for the current list of workflow collections as well as the list of workflow additions to each collection.

Integration Adapters

A broad range of integration adapters are available for quick incorporation of service objects and BSM applications into automated processes. Base Adapters provide access to service objects via common interfaces, and can also leverage Web Services and SOA technologies. Application Adapters provide deep integration specialized to BMC and third-party applications. These adapters may be extended in the field without requiring BMC software updates to meet the dynamic requirements of your IT environment. The list of adapters changes continually, so check often for the current list of supported applications.

Part of a Comprehensive Solution

BMC Atrium Orchestrator is one of several BMC Atrium solutions that provide a common, process-driven, service-enabling architecture for delivering Business Service Management (BSM). By providing a shared view of IT configuration information, BMC Atrium provides a consistent and unified view of business services across all IT management disciplines. BMC Atrium fully supports the concept of the logical configuration management system (CMS) introduced in ITIL® V3, and goes beyond it to combine the power of *knowing* with *doing* by orchestrating processes through business service-centric automation and helping you obtain new value from existing IT management investments.