

#### Key Benefits

- > Flexibility and ease of deployment
- > Meaningful reporting
- > Enhanced product development

**Business Profile:** Securing the largest networks in the world since 1992, SecureInfo delivers information security product solutions that simplify and automate security compliance, vulnerability management, and enterprise security operations. The company continues to innovate its solutions suite by providing a security framework designed to integrate compliance, vulnerability and policy management with enterprise cyber security operations, allowing users to merge existing technologies across a single management platform.

**Geography:** North America

#### BMC Software Solutions

- > Remedy Customer Support
- > Remedy Service Level Agreements
- > Action Request System

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Director, Customer Support  
SecureInfo

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#### About BMC Software

BMC Software, Inc. (NYSE:BMC) is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit [www.bmc.com](http://www.bmc.com).

Now, SecureInfo can accurately search and view customer interaction histories. “We can run reports by customer to find out the major issues they have encountered. This has been critical for our account management team, providing them with an overview and insights into the customer’s needs for additional products or services,” states Morgan. “Having one place to go for all the customer information is a huge benefit for us,” he adds.

#### Measuring Service Delivery with Remedy Service Level Agreements

SecureInfo has implemented Remedy Service Level Agreements (Remedy SLA) to initiate the use of SLAs to define, measure, monitor, and manage both real-time and aggregate service delivery parameters to ensure that all service level commitments, both internal and external, are met. This will become an increasingly important customer support tool as SecureInfo’s business continues to grow.

#### Customer Information Guides Product Development

Using Remedy Customer Support enables customer issues, questions, and requests for enhancements to be introduced into the product development cycle. Remedy Customer Support provides product managers and engineers with real customer input to use when creating the next round of product and services.

#### Expanding Remedy Beyond Customer Support

As SecureInfo’s business needs have grown, the company has expanded their Remedy implementation to build custom applications on Remedy’s Action Request System® (AR System), the underlying platform to Remedy Customer Support. Morgan states, “The ability to modify AR System and add custom applications is critical for us as our business changes and grows. The flexibility of Remedy’s technology is the main reason I wanted to implement it here. You can do practically anything with AR System.”

For example, SecureInfo has built a custom order management application on AR System. When an order is received, a set of automated processes initiate fulfillment of the order. This order management system is integrated with the Remedy Customer Support database.

#### Future Plans

A key element of SecureInfo’s future plans is to implement Remedy Dashboards® for management. “We are going to make Remedy Dashboards available to our executive team to show them how customer support is meeting customer satisfaction levels, and look for ways to improve our processes to accelerate responsiveness,” states Morgan.

