



# BMC Software

BMC IS&T: Striving to Be the First and Best Customer of BMC Software

## Geography

Global

## Industry

Information technology

## Business Need

Become a world-class IT operations and delivery organization through the adoption of ITIL and BSM enterprise-wide

## Solutions

BSM solutions from BMC Software are helping BMC IS&T build an environment that uses both general availability and beta products to drive business value for IS&T and product development, allowing for end-to-end integration and coexistence of all BSM products

## Results

- > \$250,000 saved through stronger control over the spread of viruses in R&D lab
- > Enhanced compliance with government mandates such as the Sarbanes Oxley Act
- > Proactive incident management that minimizes outages

**“We’re leveraging BSM solutions to move from a tactical focus to a strategic, service-oriented focus. We’re reaping the rewards that come from applying proven processes and technologies and working toward continuous improvement.”**

— Mahendra Durai,

Senior Director for Global Infrastructure and Information Security  
BMC Software

Like its counterparts in other enterprises, BMC Software’s IS&T department is travelling down the path toward IT service maturity. The department faces the same challenges in making that journey as other IT organizations: implementing a framework that facilitates cooperation between IT and business managers, breaking down functional and technological silos, transitioning from a proactive to service mode, and complying with government mandates and corporate policies.

IS&T has a unique advantage in making this journey. BMC Software is the recognized leader in solutions that help enterprises advance their BSM strategies. BSM solutions from BMC speed the adoption of COBIT (Control Objectives for Information and related Technology) and ITIL® (IT Infrastructure Library), proven frameworks that simplify regulatory compliance, reduce business risk, and cut IT costs.

An important goal of IS&T is to be “the first and best customer of BMC.” IS&T is leveraging the company’s BSM solutions to build a world-class IT environment that not only supports the business needs of BMC Software but also supports the company’s research and development (R&D) staff. To achieve these goals IS&T is constructing two environments that will allow for the effective management of systems that support production needs and an environment that supports R&D lab systems.

### THE ROLE OF ITIL

“IS&T has embraced ITIL as a foundational framework, making it the vehicle for moving our department ahead in process maturity and making us a best-in-class organization,” says Mahendra Durai, senior director for global infrastructure and information security. To help meet this goal, IS&T has paid particular attention to the people component of the “process, technology, and people” equation that makes ITIL work.

“Getting everyone ITIL trained so they understand the framework, the terminology, processes, and the vision is a vital step in the path to BSM,” Durai explains. “That was an important goal for us in 2006, and it is paying off. Today, when someone talks about a discipline — say, configuration management — everyone understands the nuances and implications of implementing the processes for that discipline and automating those processes with BMC tools.”

### A PHASED APPROACH

IS&T is taking a phased approach to implementing BSM. For a number of years, the department has used BMC solutions for help desk, change management, event monitoring, and other critical IT service management activities. The BSM strategy involves upgrading these products to the

latest versions, which offer such advantages as ITIL out of the box and tighter integration through the BMC® Atrium™ Configuration Management Database (Atrium CMDB).

A gap analysis helped the staff identify which areas needed to be addressed first. Based on the analysis, the staff developed an implementation plan comprising three phases: Release Blue, Release Green, and Release Yellow.

Completed in the first quarter of 2007, Release Blue involved transitioning from earlier versions of the BMC PATROL® product line to BMC Performance Manager Solution 2.3 in the production environment. "We moved from an agent-based monitoring environment to one that combines some agent and a predominantly agentless approach," Durai says.

Release Blue also involved implementing versions of Remedy ITSM Asset Management 7.0.01, BMC Atrium CMDB 2.0.1, Topology Discovery 1.4, Foundation Discovery 1.4, and Discovery for J2EE in the R&D environment.

The department is already making inroads with Release Green. The staff is gathering statistics to measure the success of the recently completed implementation of BMC Configuration Management. The implementation is already paying off by helping control the spread of viruses.

"Virus attacks will always be a problem in our R&D labs because the systems must reflect customer environments, which may not have the latest system patches," Durai explains. "Within two and a half weeks of implementing Configuration Management, we had an attack and the number of systems infected was down 85 percent from previous incidents. We estimate that Configuration Management saved us nearly \$250,000 in lost productivity and support costs just with this incident alone."

#### MORE SAVINGS TO COME

"We have a clearly articulated strategy that calls for continually improving the quality of service we deliver to the business units and to R&D," Durai concludes. "We will continue to use ITIL as a framework for ensuring best practices and the BMC solutions to automate those processes and provide value for the business."

"We expect to save hundreds of thousands of dollars through virtualization and hardware consolidation. ITSM 7, the CMDB, asset management, and virtualization technologies will enable us to meet this goal."

— Mahendra Durai

#### Key products that will comprise the BSM Environment:

##### > BMC ITSM 7.0, including:

- ITSM Service Desk
- ITSM Change Management
- ITSM Asset Management
- ITSM SLM 7

##### > BMC Atrium CMDB

##### > BMC Topology Discovery, BMC Foundation Discovery

##### > BMC Configuration Management

##### > BMC Performance Manager

##### > BMC Performance Assurance

##### > BMC Impact Solutions, including:

- BMC Impact Explorer
- BMC Event Manager

##### > BMC Transaction Management Application Response Time

#### About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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