



**Key Service Features:**

- > Remote hosted service, powered by market-leading BMC Remedy ITSM technology
- > BMC handles ongoing administration, backup, and maintenance of the software and related infrastructure
- > You purchase the software *capability*, not a software license
- > Subscription-based, “pay-as-you-go” pricing
- > Best-in-class consolidated service desk with ITIL and other best practices built-in
- > IT service management lifecycle aligned with your business requirements
- > Architected with the BMC Atrium CMDB for centralized IT management

**Additional Service Options:**

- > Short-term, on-site, and remote application administration and stabilization — to help you support your current BMC Remedy ITSM applications while transitioning to your new BMC Remedy ITSM On Demand solution
- > ITIL process consultation — identifies service support process objectives to implement in your BMC Remedy ITSM applications
- > ITSM data migration — moves data from your current BMC Remedy or third-party applications to your new BMC Remedy ITSM On Demand solution
- > BMC Remedy ITSM application implementation — to help you get your BMC Remedy ITSM On Demand solution configured and implemented

**Business is now dependent on technology — and IT organizations are expected to evolve their IT operations to deliver higher value business results. Service management solutions are expected to align people, process, and technology to better support the business.**

For IT to succeed, you need your IT staff focused on delivering business value to make your organization stronger and more competitive.

For many IT organizations, delivering service levels that the business expects is a challenge compounded by tight budgets, limited staff, and difficulty retaining technical expertise. Moving from point IT applications to a consolidated service desk with business service awareness can be overwhelming.

**THE SOLUTION**

BMC provides a complete, end-to-end IT service lifecycle management solution. With BMC Remedy ITSM On Demand, you purchase the software capability, not a software license. We provide a hosted version of the BMC Remedy ITSM suite, so you can start using BMC Remedy ITSM quickly — with no hardware, software, or capital expense requirement. This solution provides a fast, cost-effective, and predictable way to enable your IT service management team to achieve your service support objectives. Transition the responsibility of deploying, hosting, and managing the BMC unified service management suite to our BMC Remedy experts, so you can focus on using the applications to achieve business benefits.

**BENEFITS**

**Get all the benefits of BMC Software, delivered as a service.**

The comprehensive BMC Remedy ITSM solutions help enterprises align IT with overall business goals using industry-leading, ITIL-compatible applications. Now you can avoid the indirect costs of software ownership and achieve the benefits of BMC Remedy ITSM software with rapid time to value.

**Gain world-class resources and expertise.**

BMC Remedy ITSM On Demand helps organizations easily acquire access to market-leading technology and leverage highly skilled subject-matter experts. Our BMC Remedy ITSM experts provision and administer the application from our secure data center. This means you can direct your in-house staff to focus their time where it matters most to your business.

**Fast, easy, and predictable implementation.**

BMC Remedy ITSM On Demand is based on best practices for BMC Remedy ITSM implementation and management. We deliver a solution mapped to your business processes, while maintaining a keen focus on your core business objectives to keep implementation costs low and adhere to agreed-upon project timelines.

**Choose the BMC Remedy ITSM Managed Service that’s right for you.**

Select BMC Remedy ITSM On Demand if you:

- > Need to reduce IT infrastructure costs
- > Need a global, scalable architecture
- > Need to redeploy internal resources to other projects
- > Need to reduce capital expenditures associated with traditional software license ownership
- > Want to realign service value to the end user experience

**Other BMC Remedy ITSM Managed Services:**

We also offer a BMC Remedy ITSM Administration Service — if you want to maintain ownership of your software, while our BMC Remedy ITSM experts administer it for you. BMC handles ongoing administration and maintenance for your BMC Remedy ITSM applications running in your data center or hosted site.

### Benefits at a Glance:

- > Eliminate the need to buy, deploy, and maintain the hardware and software, reducing your overall TCO
- > Connect to our secure data center and begin using BMC Remedy ITSM in a timeframe that meets your business needs
- > Focus your IT staff on *using* BMC technology, rather than on implementing, administering, and maintaining it
- > Gain greater budget flexibility with a “pay-as-you-go” subscription pricing model
- > Gain access to best-practice subject matter expertise with our dedicated BMC Remedy ITSM experts
- > Replace custom development efforts with packaged applications — delivered as a service
- > Consistently achieve defined levels of service

### A COMPARISON OF MANAGED SERVICES, TRADITIONAL OUTSOURCING, AND PROFESSIONAL SERVICES

It is important to understand the distinction between Managed Services, traditional outsourcing, and professional services. With Managed Services, the in-house IT organization retains control of IT processes because it retains the key staff that uses the IT applications to deliver business services. Managed Services providers typically employ a remote management model, allowing clients to retain control of their IT infrastructure and, consequently, maintain the flexibility to adapt rapidly to changes in their business.

In traditional outsourcing, most control over IT transfers to the outsourcer. As a result, in-house control of the key disciplines of IT management, planning, and maintaining IT application relevance may be greatly lessened or even completely lost. Moreover, it becomes increasingly difficult to extract your organization from outsourcing or to move from one outsourcing service to another. With professional services, the provider’s team departs after the implementation is complete, but remains available for re-engagement if additional services are required in the future. Managed Services providers, however, deliver the initial implementation and then handle ongoing operational functions. They are focused on the ongoing business success of the project and support it beyond the date of the implementation.

Excerpt from “Building Business Value Faster with Managed Services” by Jay M. Gardner, VP and General Manager of the On Demand Business Unit at BMC Software. Read the white paper at [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

### ABOUT BMC MANAGED SERVICES

The goal of IT is to help the business succeed. But delivering the best possible service takes more than just great software. You need the right hardware to run it on, expertise to deploy and manage it, and best practices to ensure you get the results you want. You also need flexible, cost-effective options for acquiring the right resources, for as long as you need them.

That’s where BMC Managed Services come in. BMC Managed Services offer three options for provisioning and operating your software. You can choose from on-demand applications, software administration services, and managed IT services — all designed to help you deliver best-practice results, focus on more strategic work, and optimize your IT budget. For more details on BMC Managed Services, please visit [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

### ABOUT BMC SOFTWARE

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to activate business with the power of IT. 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)

### BMC MANAGED SERVICES OPTIONS:

#### On Demand Applications

Already up and running in a secure data center — you can connect and start using today, with *zero* capital expense (hardware or software).

- > BMC Web Transaction Monitoring On Demand
- > BMC Remedy ITSM On Demand

#### Software Administration Services

For our software running in your data center — we handle ongoing administration and maintenance, so you can focus on being an expert *user*.

- > BMC Performance Manager Administration Service
- > BMC Remedy ITSM Administration Service

#### Managed IT Services

If your team has more important work to do, our experts will utilize BMC technology on your behalf to deliver best-practice *results*, as part of your team.

- > BMC Infrastructure and Application Monitoring Service
- > BMC Data Infrastructure Management Service
- > BMC Performance and Capacity Management Services

For more information about these and other BMC Managed Services, please visit [www.bmc.com/managedservices](http://www.bmc.com/managedservices)

To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call 1.877.945.6325.

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