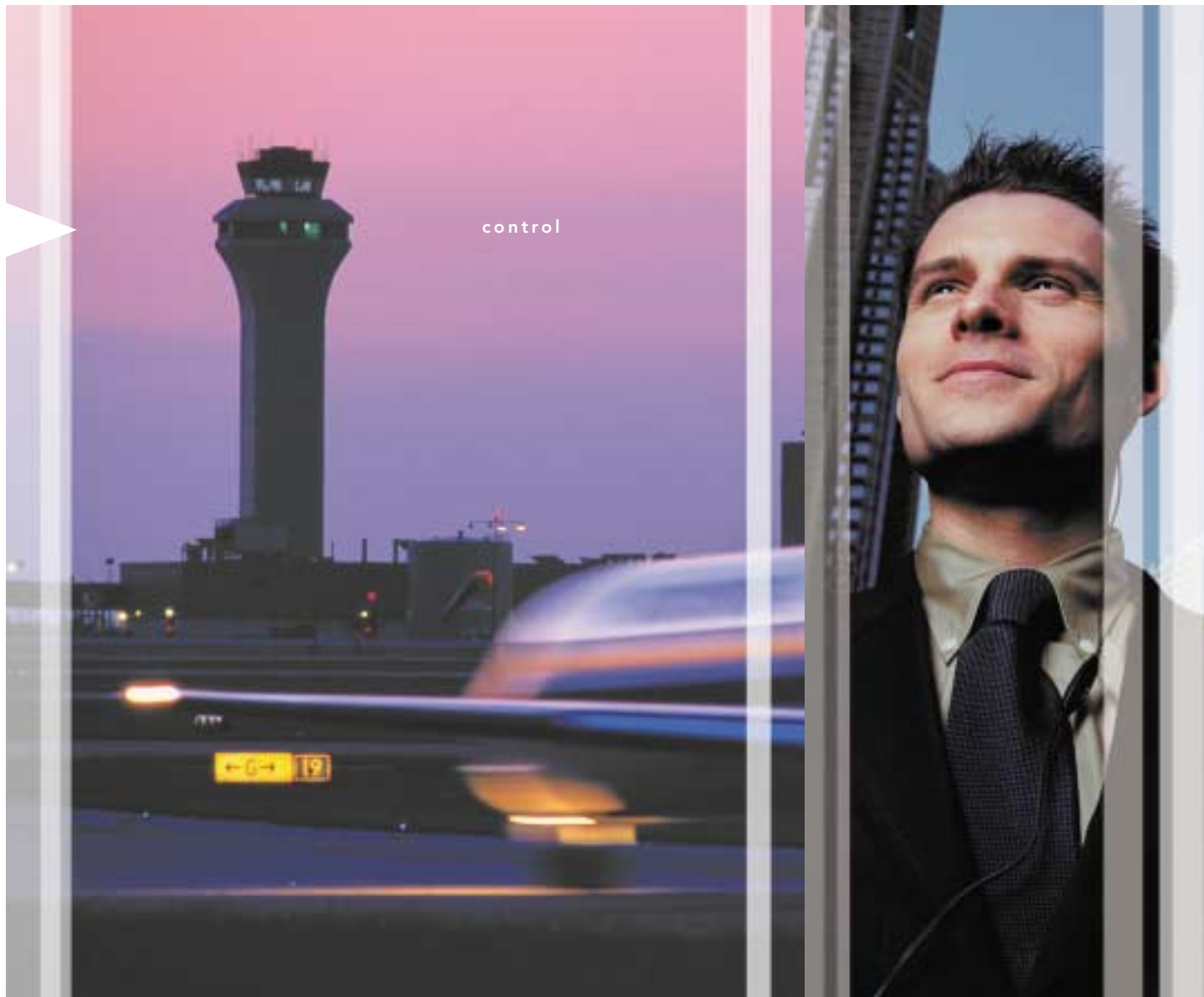


## Deliver strategic business value with Business Integrated Scheduling

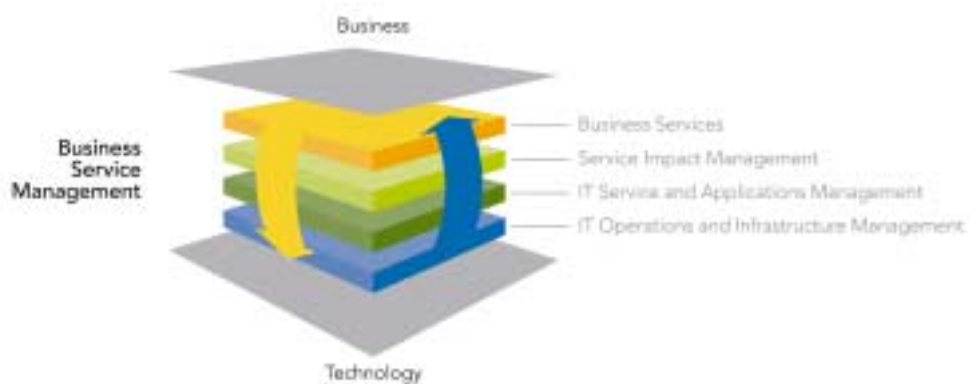


# Connecting IT to Business Goals

"We have a stated policy that whenever a new server is installed – regardless of its operating system or role – it must have CONTROL-M. It has given us incredible stability in our job scheduling and represents the very cornerstone of our business."

– Unisys West

BMC Software helps you bridge the gap between IT and business by providing **Business Service Management** solutions that enable you to understand how IT processes affect the business, and conversely, how changes in your business affect the IT infrastructure. Given that batch processing is a core component of any business service, a batch scheduling solution is a critical part of the BMC Software Business Service Management strategy.



## WHY IS SCHEDULING CRITICAL TO YOUR BUSINESS?

Your competitive advantage, time to market and profitability are determined by your IT capabilities. With over 50% of all critical data processing performed in batch, batch scheduling plays a key role in your business success. To effectively meet business goals your batch business processes must be efficiently monitored, managed and automated.

Take for example a financial institution. During the course of a typical business day tens of thousands of trading transactions are batch processed. The firm must report these daily transactions to the stock exchange within a mandated timeframe, or incur a costly fine for every late transaction – potentially leading to multi-million dollar fines. This loss of revenues due to non-compliance negatively impacts the firms' earnings and stock price, ultimately damaging its reputation and threatening its existence.

To successfully address your batch scheduling needs and meet your business objectives, you must employ a reliable, scalable batch scheduling solution capable of effectively managing critical processes and contributing to your

overall business success. Driven by business requirements, BMC Software's CONTROL-M® batch scheduling solution helps you get real business value from your IT environment. It aligns your IT processes with your business objectives, allowing you to meet your current and future business needs by focusing on:

- > Cross application batch integration
- > Enterprise-wide batch management

Year after year analysts recognize CONTROL-M as a market leading solution, based on its vision and ability to deliver superior scheduling capabilities. Leading organizations worldwide select CONTROL-M as their batch scheduling tool to improve their ROI and manage IT costs more efficiently.

# Cross Application Batch Integration

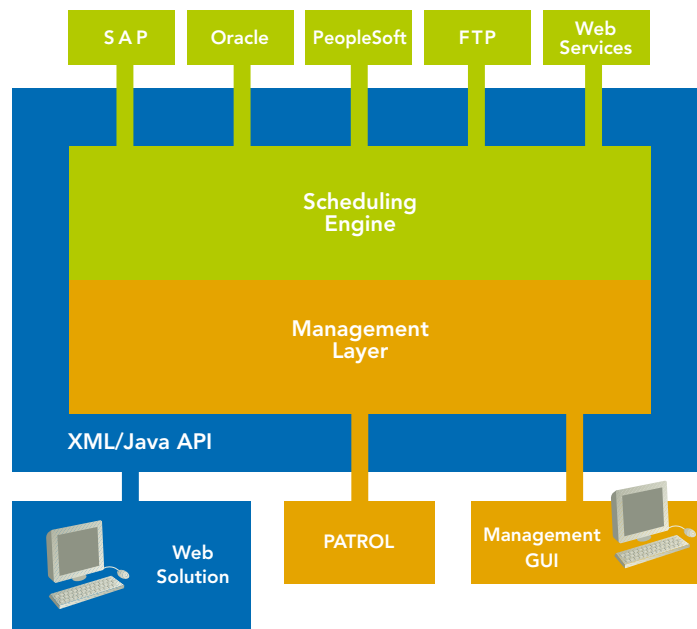


Today's IT landscape is increasingly complex, comprising multiple platforms and applications – each with its own requirements and business functions. CONTROL-M supports each of your individual systems, including over 20 platforms and various applications such as SAP, PeopleSoft, Oracle Applications, homegrown and Web-based applications. It tightly integrates the batch processes running on your critical systems, effectively managing them through a focal point. Moreover, CONTROL-M maximizes process automation by providing dynamic cross-platform and cross-application scheduling capabilities, such as job dependencies, workload balancing and status-based job executions.

CONTROL-M offers specialized application support through its application-oriented job definition forms. These forms significantly improve the user experience, minimizing learning curves, training costs and human errors by maintaining the same look, feel and terminology used in each job definition process. CONTROL-M is able to communicate flawlessly with each of your applications via specialized control modules (plug-ins). These control modules provide for bi-directional interaction, enabling a quick and easy job definition process.

“With CONTROL-M, we have control over job scheduling on all platforms and our work is much more efficient. Now, we can tackle problems and adapt to new situations easily. CONTROL-M helps us prevent problems from developing into real business problems.”

– KLM Information Services



"Islands of automation without end-to-end integration can lead to business process anomalies, resulting in downtime, lost revenue and customer dissatisfaction. Enterprises should investigate the use of job-scheduling tools for business processes requiring calendar-based scheduling and batch interaction."

– Gartner (May 2002)  
"Batch Application Integration Needs Real-Time Attention",  
by M. Govekar



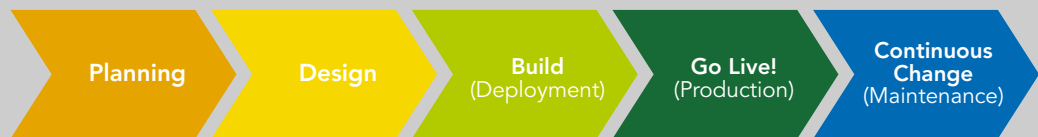
Each of your applications and platforms can submit and monitor batch jobs and processes within its own environment. However, without the tight integration between business-critical processes that span across platforms and applications, your IT environment is vulnerable to manual errors, processing delays and work quality degradation. By serving as an integration platform for all your batch business processes, CONTROL-M helps you avoid having islands of automation.

It integrates your cross-application and cross-platform batch processes into one unified business flow, automatically orchestrating your entire IT environment to ensure maximum availability and reliability.

With its extensive integration capabilities, CONTROL-M truly offers the most scalable, comprehensive batch scheduling solution on the market.

#### DID YOU KNOW...

CONTROL-M supplies considerable added value at every phase of your application's life cycle, whether it be planning, design, deployment, production and maintenance. It acts as an accelerator in application implementation projects, saving you valuable time and resources by supplying a standardized tool for building batch interfaces to connect and integrate the batch processes in your new application to the rest of your environment.

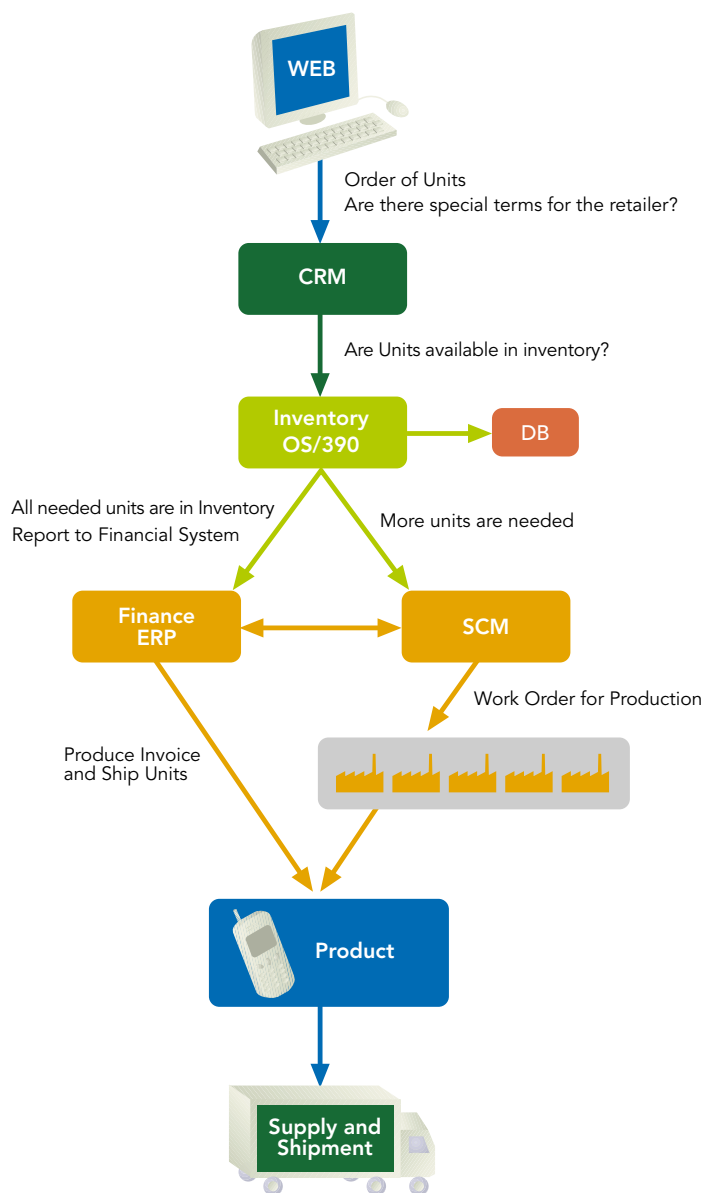


# Integration in Action

To understand the value of a comprehensive integrated solution, it is necessary to grasp the complexities of production environments. In order to illustrate just how vital batch-process integration is to your business, let's examine what is involved in handling a typical business transaction at one of the world's leading cellular phone manufacturers.

- > The company's Web based dealer application receives online orders from dealers. In this case 50 cellular phones are ordered..
- > The Web based dealer's application sends accumulated transactions to the company's CRM system, to verify the dealer's records for special discounts and terms.
- > Accumulated orders are sent to the legacy system, where inventory is checked against outstanding orders. If the necessary units are in stock, the flow can continue on the fast path.
- > If the units are not in stock, the SCM system calculates the exact number of units to be manufactured and issues work orders accordingly. Additionally, the system computes the number of components to be ordered such as chips, screens, buttons and so on, and issues orders accordingly (replenish).
- > The ERP finance system receives information from the legacy system, CRM and SCM systems. It issues purchase orders and invoices, processes various reports as well as updates and balances current and future company expenses.
- > Once all processes are complete, the 50 cellular phones are packaged, invoiced and ready to be shipped to the dealer.

To ensure smooth operations and maximize profits the company must attain full integration. CONTROL-M monitors batch processes on the company's various systems, as well as those triggered by end users, and incorporates them into a unified business process. By efficiently integrating business processes and ensuring the proper flow of information, CONTROL-M eliminates excess manufacturing and enhances service levels, thereby increasing the company's bottom line.



# Enterprise-wide Management



"It's all about management, management and management. Other solutions will schedule your jobs but that's it. We needed to manage them. CONTROL-M enabled us to lower training costs and the human resources needed to manage a variety of different environments."

– British Telecommunications plc.

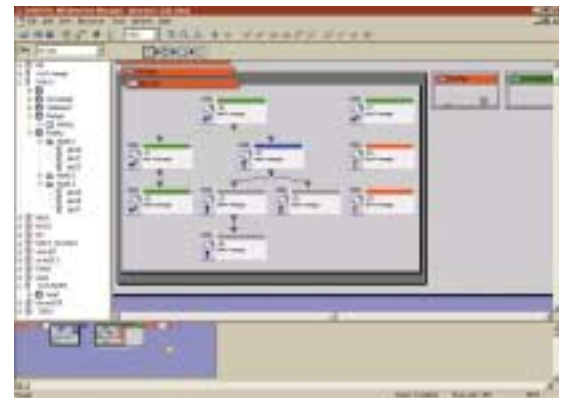
Your ability to provide quality service depends largely on efficient batch processing that completes on time. However, managing enterprise-wide batch scheduling environments efficiently is a challenge. You need to gain a clear and complete picture of your enterprise-wide batch processes. Moreover, you need to reduce the risks of possible failures or downtime by achieving the highest level of automation and a quick problem resolution cycle. This is about more than just identifying errors. It's about early notification of possible failures, quick analysis of the problem, and smart, automated recovery to avoid potential downtime and service level degradation.

Thanks to its exceptional clustering, failover and recovery methodologies, you can rest assured that CONTROL-M not only assures high system availability, but is in itself a high availability solution.

CONTROL-M/Enterprise Manager shortens your problem resolution cycle and ensures efficient batch processing that completes on time by going beyond just monitoring a job's status, to provide immediate problem detection, notification and resolution. Since your complex systems run critical jobs daily, you cannot afford to handle arising problems manually. With its dynamic scheduling capabilities,

CONTROL-M eliminates unnecessary downtime by automatically handling error situations. It not only analyses the outcome of processes to locate and prevent errors, but also allows you to take automatic corrective actions – minimizing the impact of potential errors before they occur.

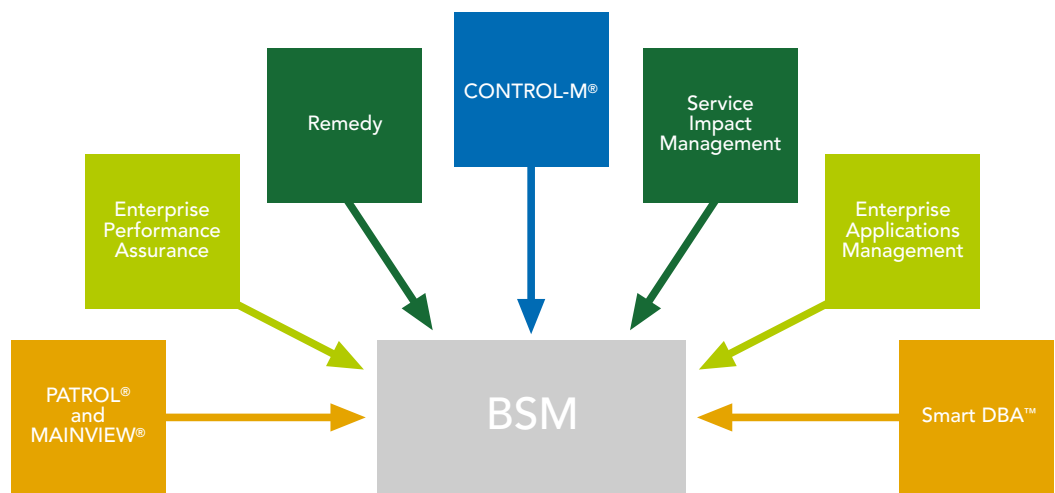
CONTROL-M guarantees your service level agreements are met by offering superior administration and management capabilities with its CONTROL-M/Enterprise Manager. This solution provides a focal point of control console that consolidates the management of all your batch processes, enterprise-wide – even via the Web.



# CONTROL-M and Business Service Management

In addition to its extensive application support, tight integration of all batch processes across the IT landscape and advanced management capabilities; CONTROL-M is strongly integrated with BMC's leading management solutions. This integrated solution helps you control and manage the availability and performance of your business applications and services.

The harmony of CONTROL-M and other BMC system management products further delivers on the Business Service Management (BSM) vision. With a BSM strategy in place, your IT organization can finally drive real business results. BMC Software can help you unlock the power of your existing IT environment and get you on the road to business service management.



## DID YOU KNOW...

CONTROL-M provides proactive management capabilities and optimal automation levels through its integration with BMC Software's PATROL® enterprise monitoring solution. Information gathered by PATROL regarding the status of critical system components, such as databases and servers, as well as resource availability, is automatically transferred to CONTROL-M. Based on this accurate resource status, CONTROL-M determines whether to start, re-route or even delay a job for a later time – providing efficient resource utilization and eliminating process failures due to insufficient resources, to assure your business systems and processes are available all the time.

Through its integration with PATROL, CONTROL-M can analyze and react to a variety of system events and automatically trigger recovery procedures when necessary. This ensures faster, more accurate responses to system failures. By effectively monitoring and managing your problem resolution cycle – from problem detection to successful recovery and preventive maintenance – this integration allows for a higher level of automation to better meet service levels agreements and assure customer satisfaction.



#### 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 2003 revenues of more than \$1.3 billion. For more information about BMC Software, visit [www.bmc.com](http://www.bmc.com)