



# BMC ITSM Express

An Integrated IT Service Management Solution for the Growing Business

**BMC ITSM EXPRESS HELPS YOU:**

- > Gain control of service management processes through automation
- > Optimize resource utilization with performance monitoring and availability management
- > Reduce risk and cost of compliance through automation and reporting

Your business may be midsized, but your IT needs are as big as those of the largest global enterprise. Unleash the power of your IT infrastructure to drive your business success.

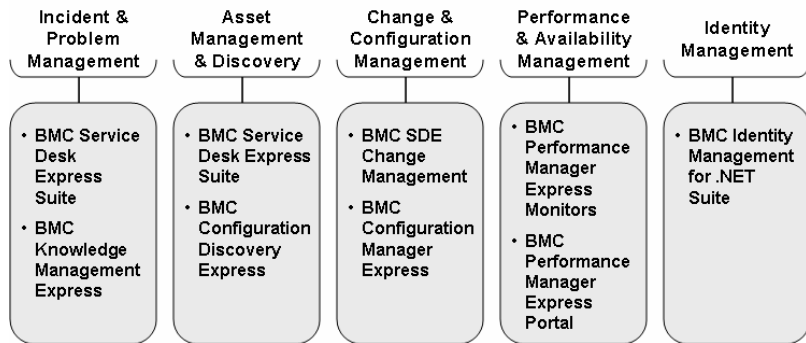
IT professionals in today's midsized businesses struggle with the same challenges as their counterparts in large enterprises: keeping critical systems running at peak performance while containing costs, providing easy access to applications and data while protecting information assets from theft, and taking advantage of innovative technologies that deliver a competitive advantage.

The difference lies in availability of resources to address those challenges. Midsized companies have fewer people and smaller budgets to handle the day-to-day issues that can potentially stall the business. However, the IT staff is expected to deliver consistent, comprehensive services that advance overall business goals.

BMC Software has created BMC ITSM Express specifically to help IT professionals of midsized businesses meet the demands of service, performance and compliance through IT Infrastructure Library (ITIL) best practices. This modular solution allows you to combine our industry-leading products that are designed to meet the needs of the midsized business into an IT Service Management solution that provides:

- > Incident & Problem Management
- > Asset Management & Discovery
- > Change and Configuration Management
- > Performance and Availability Management
- > Web Access and Identity Management

## ITSM EXPRESS



BMC ITSM Express can be tailored to fit your specific needs. Select the processes your business needs and add others as your business grows.

**GAIN CONTROL AND REDUCE IT COSTS**

According to Help Desk Institute, the average cost for supporting a Tier 1 call is \$22. The cost almost doubles for a Tier 2 call. By automating and integrating your service and system management processes you can slash the overall cost of managing and supporting your IT systems.

## MANAGE SERVICE QUALITY

- > Proactively manage and address business impact and IT infrastructure events
- > Prevent future incidents and problems with root cause analysis
- > Reduce downtime with an automated change management process

## MANAGE PERFORMANCE

- > Manage IT infrastructure, application availability, and performance
- > Shift focus from maintenance/operations to value-added efforts
- > Leverage proven technologies to reduce management complexity

## MANAGE PEOPLE

- > Comply with government regulations and industry standards
- > Tighten internal controls and reduce security risk
- > Reduce operational and IT support costs

## 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. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

BMC ITSM Express enables you to do this by providing incident, problem, change, configuration, and service level management capabilities that fully support IT Infrastructure Library (ITIL®) guidelines, the most widely deployed IT best practice framework for IT service management.

With this ITIL-compatible solution, you can automate the core service management processes, thereby optimizing business service availability and lowering the Total Cost of Ownership of IT. For example, you can implement policy-based automation of change and inventory management to dramatically reduce costs, improve service quality and reduce business risk.

## OPTIMIZE RESOURCE UTILIZATION

According to recent research, maintenance and operations consume 70 percent of IT budgets, leaving only 30 percent available for strategic initiatives. By managing IT component availability and performance in a business context you can achieve greater efficiency and reduce the amount of money you spend on operations and maintenance. Bottom line: You have more budget dollars available for projects that deliver higher return.

Performance and Availability Management with BMC ITSM Express enables you to:

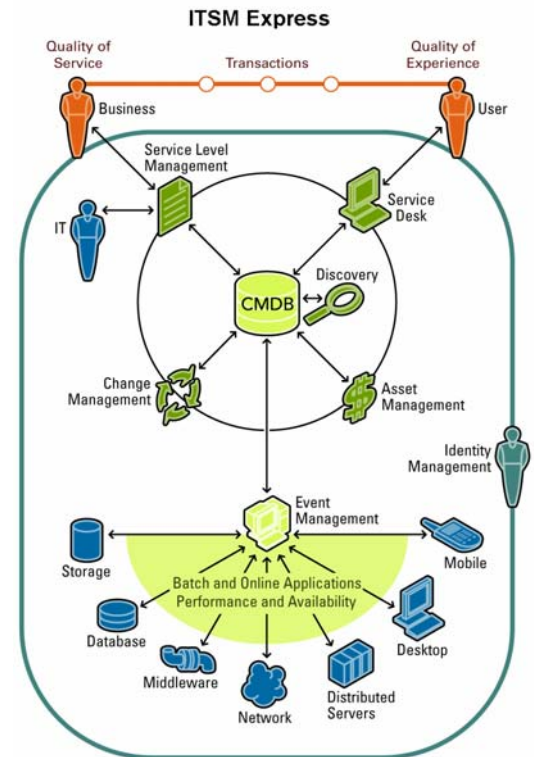
- > Avoid service disruption by proactively detecting potential threats and automatically alerting the service desk, before end users are affected
- > Minimize deployment and configuration efforts through remote monitoring of your IT infrastructure using agentless technology
- > Provide centralized performance management and root-cause analysis via a browser based portal

## REDUCE RISK AND COST OF COMPLIANCE THROUGH AUTOMATION AND REPORTING

Government mandates and customer expectations have made robust security a business imperative. At the same time, you need to give employees easy access to the systems and data they need to do their jobs.

Automating and integrating password management self-service with your service desk allows you to control and better manage your IT systems while reducing your overall IT costs.

As people move to new roles or leave a company, their access privileges must change/ terminate quickly and efficiently to make the appropriate resources available. BMC ITSM Express offers advanced identity management capabilities, giving you full control over who has access to your data, who approved that access, and how that access is being used.



## PROACTIVE SERVICE MANAGEMENT THROUGH SYNERGY OF DIFFERENT SOLUTIONS

BMC ITSM Express provides out-of-the box integration between BMC Service Desk Express and other BMC ITSM Express products, with significant flexibility for these integrations to be tailored to each customer's needs.

Additionally, BMC Service Desk Express has capabilities to integrate with diverse third party applications through out of the box connectors (ODBC, SNMP, XML, LDAP/ADSI). These integrations are built at the UI level thereby avoiding making detailed and complex database-level packages for integration.

By linking key service management processes to the service desk, BMC ITSM Express meets the most critical needs of midsized businesses. And because the solution is easy to implement and use, you can be up and running in days.



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call 800.841.2031

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