

BMC Service Desk Express Integration Engine

Increase the ROI of Your BMC Service Desk Express Suite Implementation

KEY BENEFITS

BMC® Service Desk Express Integration Engine:

- > Reduces the volume of user requests by acting as a channel between source systems and the service desk for proactive identification and resolution of potential problems
- > Gives complete control over issues related to other systems to the service desk
- > Ensures effective resolution of incidents by providing detailed information gathered from disparate systems
- > Reduces maintenance costs and increases ROI by providing extensive generic integration capabilities
- > Improves the efficiency and performance of the service desk
- > Reduces end-user downtime

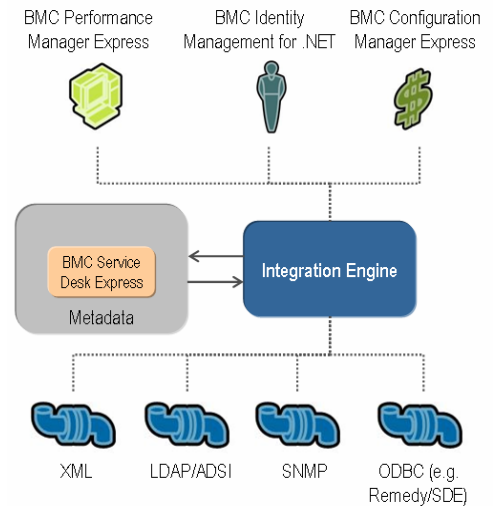
BMC® Service Desk Express Integration Engine provides strong out-of-the-box integration capabilities that lead to the improved efficiency and performance of your service desk, as well as improved service delivery to end users.

With an increase in the number of services supported by IT, there has been a corresponding steep rise in the volume of user requests into the service desk. This increase in incidents is further aggravated by the growing pressure on IT to continuously improve its efficiency levels. The solution is to have a proactive service desk that can communicate easily with diverse systems to preempt potential problems and provide complete visibility into critical information.

BMC Service Desk Express Integration Engine, a utility available within BMC® Service Desk Express Suite version 9.1, is the catalyst for a more proactive and efficient service desk, and can have a direct impact on improving business deliverables. What's more, it offers out-of-the-box integration capabilities as the foundation of BMC® ITSM Express, a comprehensive solution that meets the service, performance, and compliance needs of mid-sized businesses.

BMC Service Desk Express Integration Engine integrates your BMC Service Desk Express Suite application with:

- > BMC® Configuration Manager Express
- > BMC® Performance Manager Express
- > BMC® Identity Management for .NET
- > Third-party applications



BMC Service Desk Express Integration Engine connects the service desk to other key IT service management applications.

The BMC Service Desk Express Integration Engine also offers out-of-the-box connectors (ODBC, SNMP, LDAP/ADSI, and XML) to provide an extensive generic integration capability.

Since the utility's integrations are built with an easy-to-use user interface (UI), the need for complex database-level changes and custom-built integration capabilities is avoided.

INTEGRATION WITH BMC CONFIGURATION MANAGER EXPRESS

BMC Service Desk Express Integration Engine provides prebuilt ODBC-based integration with BMC Configuration Manager Express. Your administrators can now schedule the import of inventory data from BMC Configuration Manager Express into the BMC Service Desk Suite Express application with great ease.

- > Prebuilt packages include all the necessary data mappings, source, and target information.
- > Administrators supply relevant connection details for the BMC Configuration Manager Express database.
- > Change managers schedule run packages to pull and import data into the service desk.
- > Application-level integration launches BMC Configuration Manager Express directly from within the BMC Service Desk Express Suite application.

Integration with BMC Configuration Manager Express provides your service desk with enhanced visibility into the components within your organization's infrastructure. This makes it easier to troubleshoot incidents and problems, and provides for more detailed and complete change management through a greater understanding of potential risk and impact.

INTEGRATION WITH BMC PERFORMANCE MANAGER EXPRESS

The BMC Service Desk Express Integration Engine provides prebuilt SNMP-based integration with BMC Performance Manager Express. This integration helps to automatically create and update incidents in the BMC Service Desk Express Suite application based on alerts emanating from BMC Performance Manager Express.

- > Prebuilt packages include all necessary data mappings, source, and target information.
- > Administrators configure the BMC Service Desk Express Integration Engine to listen to SNMP alerts generated from BMC Performance Manager Express.
- > BMC Performance Manager Express sends alert details via SNMP to BMC Service Desk Express Suite; alert ID is stored with the incident for later update.

Integration with BMC Performance Manager Express ensures proactive service management, wherein possible service failures can be detected earlier and communicated to the service desk for remediation. For example, if "total CPU usage" of a critical server crosses a threshold level, then BMC Performance Manager Express would send an alert to the BMC Service Desk Express Suite application, where an incident would be automatically created to ensure full visibility and management of the issue. This early warning of a potential issue can help your organization avoid possible service disruption, and thus ensure that critical systems and applications remain able to support the business.

INTEGRATION WITH BMC IDENTITY MANAGEMENT FOR .NET

The BMC Service Desk Express Integration Engine provides XML-based integration with BMC Identity Management for .NET. The benefits of integration include the automatic creation or deletion of client records in the BMC Service Desk Express Suite application whenever an account is created or deleted in the Active Directory. Additionally, your support staff can directly reset an end user's password through application-level integration, and can encourage the use of end-user password reset capabilities to improve service desk efficiency and reduce end-user downtime. A report is available, detailing the passwords that have been reset by end users directly, and thus, your organization can measure the cost/benefit of this capability.

- > Prebuilt packages include all necessary data mappings, source, and target information.
- > Administrators supply connection details for BMC Identity Management for .NET.
- > BMC Identity Management for .NET posts XML data in real-time at password-reset.
- > Application-level integration with BMC Identity Management for .NET allows support staff to reset an end user's password and ensure downtime is virtually non-existent.

Integration of BMC Service Desk Express Suite with the BMC Identity Management for .NET solution leads to improved security and compliance, and reduces the costs of IT service support. It also improves the efficiency of your service desk staff and reduces potential end-user downtime.

INTEGRATION WITH THIRD-PARTY APPLICATIONS

The BMC Service Desk Express Integration Engine contains connectors that provide the capability to integrate with generic external applications. The integration is built with an easy-to-use UI. Some applications with which the service desk could integrate include: any Oracle or SQL Server database (ODBC-based); antivirus and security applications (SNMP); and directory stores, such as Netware, Microsoft, and others (LDAP). These integrations will help you maximize your investment in legacy applications.

ABOUT BMC ITSM EXPRESS

BMC ITSM Express helps growing organizations deliver greater business value from IT through better management of technology. This modular solution provides integration points for linking key service management processes to the service desk, including asset management and discovery, change and configuration management, availability management, and identity management. Learn more about BMC ITSM

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 mid-sized 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.



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