

BMC Service Desk Express Integrations for Microsoft SCCM and SCOM

Activate Microsoft SCCM/SCOM with unprecedented integration capabilities

KEY BENEFITS

- > Gives complete control to the service desk over issues related to other systems
- > Reduces volume of user requests by acting as a channel between Microsoft SCOM and the service desk for proactive identification and resolution of potential problems
- > Ensures effective resolution of incidents by providing detailed information gathered from Microsoft SCCM
- > Ensures superior change management through a greater understanding of potential impact by having detailed information from Microsoft SCCM
- > Reduces end-user downtime

BMC Service Desk Express Integrations for Microsoft SCCM and Microsoft SCOM provide out-of-the-box integration capabilities that lead to proactive problem management and superior change management — and give your service desk enhanced visibility into your organization’s infrastructure.

Mid-market companies that use Microsoft System Center Configuration Manager (SCCM) and/or Microsoft System Center Operations Manager (SCOM) to manage their servers and desktops want to get complete control of information coming from these two sources. What’s more, they understand that the service desk — being the single point of contact for all user and infrastructure-generated requests — should have visibility into the environment and the ability to utilize information stored in SCCM/SCOM

Available as optional modules with BMC Service Desk Express Suite, BMC Service Desk Express Integration for Microsoft SCCM and BMC Service Desk Express Integration for Microsoft SCOM provide seamless integration between Microsoft SCCM/SCOM and the service desk.

BMC SERVICE DESK EXPRESS INTEGRATION FOR MICROSOFT SCCM

This ODBC-based integration transfers preconfigured data from Microsoft SCCM and Microsoft Systems Management Server (SMS) into the configuration database in BMC Service Desk Express Suite, requiring minimal setup by the user.

- > Pre-built packages include all necessary data mappings, as well as source and target information (see Figure 1)
- > Administrators supply relevant connection details for Microsoft SCCM
- > Schedule-defined packages run to pull and import data into the service desk
- > Application-level integration launches Microsoft SCCM directly from within service desk

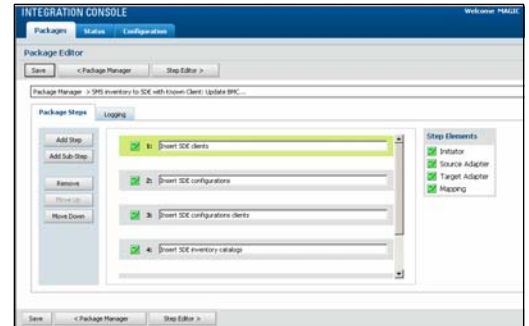


Figure 1: Out-of-the-box package for uploading data for “known clients” from SCCM to BMC Service Desk Express Suite

Integration with Microsoft SCCM provides the service desk with enhanced visibility into the components within the organization’s infrastructure. This increases the accuracy of problem management, as well as provides for more detailed and complete change management through a greater understanding of potential risk and impact.

BMC SERVICE DESK EXPRESS INTEGRATION FOR MICROSOFT SCOM

This integration creates and updates incidents in BMC Service Desk Express Suite when alerts are generated from within SCOM. It also supports alerts generated from within Microsoft Operations Manager (MOM) 2005.

- > Pre-built packages include all necessary data mappings, as well as source and target information.
- > Administrators can configure the integration to listen to alerts generated from SCOM.
- > SCOM sends alert details to BMC Service Desk Express Suite; alert ID is stored with the incident for later update.
- > Out-of-the-box packages create predefined tickets in BMC Service Desk Express Suite for commonly occurring alerts.

> BMC Service Desk Express Suite reports on incidents created through SCOM alerts (see Figure 2).

Integration with SCOM enables proactive problem management, wherein possible service failures can be detected earlier and communicated to the service desk for remediation. For example, if SCOM generates an alert for "CPU overload," then the integration would alert service desk, and an incident would be automatically created to ensure full visibility and management of the issue within the service desk. Providing this early warning of a potential issue can help organizations avoid possible service disruption, and thus ensure that critical systems and applications remain able to support the business.



Figure 2: BMC Service Desk Express Suite provides predefined reports on incidents created through alerts from MOM

ACCELERATED IMPLEMENTATION AND LOWER TOTAL COST OF OWNERSHIP

Unlike custom services, which can require two to three days, these integrations are available out-of-the-box, thus ensuring your systems get connected in just a few hours. What's more, because they are maintained solutions, they won't be impacted when applying patches to BMC Service Desk Express Suite (whereas custom services may require additional maintenance when patches are released).

ABOUT BMC SERVICE DESK EXPRESS SUITE

BMC Service Desk Express Suite, developed by the market leader in IT Service Management solutions specifically designed to meet the demands of mid-sized businesses, has been helping IT organizations gain control of IT processes through automation, integration, and IT Infrastructure Library® (ITIL®) best practices. BMC Service Desk Express Suite is an easy-to-use and easy-to-implement solution that has demonstrated product leadership with innovative features and functionality that focus on delivering business value to customers. Only BMC Service Desk Express Suite provides out-of-the-box capabilities that integrate easily into your IT infrastructure.

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 2008 revenues of \$1.73 billion. Activate your business with the power of IT. www.bmc.com.



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