



ITSM Configuration Data Tool

Effect-Tech

Streamline the customer onboarding process and drive project delivery deadlines

PRODUCT DESCRIPTION

Designed specifically to streamline the customer onboarding process, Transport for ITSM by Effective Technologies cost-effectively loads customer data into leveraged, multi-tenant, and non-leveraged BMC Remedy ITSM environments. Transport for ITSM enhances your organization's ability to meet critical project schedules and onboard customer data faster.

Enterprises and outsourcers are faced with the constant challenge of driving incremental cost out of the IT equation. Customers demand a just-in-time service delivery model at lower price points. To meet these challenges, BMC Remedy customers are migrating to the latest ITIL-based service management platforms that deliver better and more cost effective services.

ITSM customers face the added challenge of quickly onboarding new data against aggressive schedules and fixed project deadlines. Transport for ITSM addresses the fundamental task of loading the most important ITSM configuration data quickly and easily. Designed to iteratively bulk load customer data from CSV data files, Transport for ITSM streamlines these common ITSM data configuration tasks. Customers can expect upwards of 30% improvements in onboarding times.

ITSM Configuration...the easy way

A key challenge with data loading tasks is correcting unclean source data, such as misspellings, missing data values, or duplicate entries. Transport for ITSM addresses these data issues by transforming source data to the appropriate ITSM values that meet the out-of-box data validation rules. These configurable transformation mapping rules eliminate back and forth meetings with the customer to correct the source data that often slows down the onboarding process. Instead of requiring the customer to correct the source data, transformation rules can be reviewed and signed off by the customer before data is promoted to production.

Validate and promote ITSM data in a few clicks

Transport for ITSM contains important features not found in the standard vendor-provided tools. Transport for ITSM includes the ability to easily validate and promote customer data from a centralized staging environment to any number of server environments. The data administrator can configure this on a per-project basis having total control of what data is promoted to which environment.

Out of the box configuration data best practices

Leveraging real life, enterprise ITSM project implementation experience, Transport for ITSM not only addresses the need to quickly load critical foundation data, but also handles data issues that most customer onboarding projects will encounter. Transport for ITSM provides the abilities to set default values for required fields and to easily review and correct records that cannot be loaded due to validation errors.

For more information

Transport for ITSM is part of Effective Technologies' growing suite of data management products. Developed exclusively for BMC Remedy, these products enable customers to successfully and quickly realize the return on their IT Service Management investment.



KEY FEATURES

- Bulk import the most important ITSM foundation data to get up and running quickly
- Easily migrate configuration data from one environment to another
- Gain customer signoff on staged configuration data prior to promoting the data to production
- Eliminate time-consuming IT Support staff permission and role management configuration tasks
- Schedule on-going data loads from external authoritative sources
- Define data transformation rules to automatically correct data during import

SYSTEM REQUIREMENTS

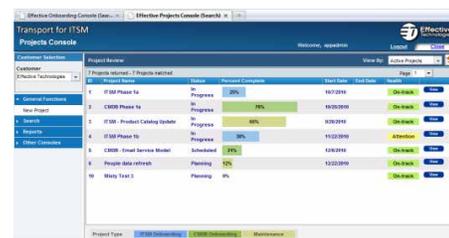
BMC Remedy AR System®, v7.6.03 or v7.6.04 and latest patch

BMC Remedy Mid-Tier is required. BMC Remedy IT Service Management, v7.6.03 or 7.6.04 with latest patch or later version (including one or more of the following modules: BMC Remedy Asset Management, BMC Remedy Change Management, or BMC Remedy Service Desk)

BMC Atrium CMDB v7.6.03 or 7.6.04 with latest patch or later version (if using Effective Transport CMDB datalinks)

BMC Service Request Management v7.6.03 or 7.6.04 (if using Effective Transport SRD datalinks)

200MB of free disk space



For all the benefits of this product and more visit RJRinnovations.com



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PRODUCT DETAILS

Control-M automates and simplifies batch job creation, scheduling, and management across IT environments. It makes it easy to build and monitor workflows through a graphical interface that provides a single point of control for all enterprise batch jobs. Control-M presents a common view of all enterprise workloads and provides a single, consistent GUI to automate workflow development, scheduling, and management. Users have the ability to manage any workload without requiring environment-specific expertise. Control-M also has an extensive set of modules and extensions that provide additional functionality for different activities and environments.

Automated client and agent deployment capabilities:

Using the automated agent and client deployment capability in Control-M, users can reduce the time previously required for manual upgrades and maintenance. With a few simple steps, agents and clients can be deployed or updated from a central point of control. The deployment of agent updates can also be scheduled for a later time, increasing flexibility and reducing costs.

High availability: Control-M High Availability enables you to maximize your production environment uptime, prevent data loss, and ensure business continuity in the event of hardware maintenance or failure. It supports automatic or manual failovers to a secondary host from a single point of control.



Automated application workflow:

Using Workload Change Manager, you can now automate application workflow promotion between test and production environments to accelerate application change and deployment cycle times.

Run time analytics:

Control-M features advanced out-of-the-box insight into all jobs across your enterprise, significantly improving run time estimation with Batch Impact Manager analytics.

Usage alerts:

Keep an eye on your task usage with Usage Alerts. You can define task usage alert thresholds across all of your Control-M environments and automatically receive an email alert when thresholds are reached.

Big data workflows:

Streamline and simplify Hadoop batch processing and shorten development time by simplifying workflow creation and management through an intuitive interface for building workflows. Control-M offers native support for Hadoop, traditional platforms and applications, and file transfers. Job flows



Job flows available in Gantt views for planning, monitoring, history, and forecasting domains showing the best times during a day to plan for maintenance or downtime, jobs running in parallel, and with Batch Impact Manager, run times through the end of the day.



We provide innovative, customized business process consulting, software implementation services and Level 1 bilingual support for multiple ITSM and DEM solutions and add-ons. We understand that in today's day and age, technology leaders are focused on transforming how IT operates. Digital transformation and automation are key elements in ensuring that most organizations keep up with how fast-paced both technology and information are consumed and delivered – at work and at home; on premise and in the cloud.

