



BMC Infrastructure and Application Monitoring Service

Key Service Features:

- > Fully managed service, powered by industry-leading BMC Performance Manager (formerly BMC® PATROL®) technology
- > BMC experts in a wide array of platforms, operating systems, and applications work as part of your team to deliver results
- > BMC provides the software, best practices, and staff
- > Gain availability, performance, and problem monitoring without the need to manage the underlying technology
- > Subscription-based, “pay-as-you-go” pricing
- > Customer Web portal for issue tracking and reporting
- > Both agent-less (100 percent remote) and agent-based monitoring solutions

Companies continue to deploy mission-critical enterprise applications on a variety of operating systems and platforms. To ensure business availability, monitoring these heterogeneous systems is critical.

This level of systems monitoring requires enterprise-class solutions that can monitor the availability, performance, and reliability of these diverse operating systems.

To successfully monitor heterogeneous operating environments, you need flexible, scalable, and integrated solutions, as well as in-depth expertise to administer and maintain the software. However, the high cost of software purchases and in-house experts often prevent IT from acquiring critical resources. As a result, IT managers need options for purchasing solutions that enable their success without the hurdle of large financial or staffing commitments.

THE SOLUTION

The BMC Infrastructure and Application Monitoring Service offers a complete, end-to-end monitoring solution for your increasingly complex IT systems. It combines industry-leading BMC Performance Manager technology, best-practice methodologies, and expert staff into a comprehensive solution that addresses today’s IT budget and resource realities.

Delivered as a managed service, the BMC Infrastructure and Application Monitoring Service provides all the advantages of BMC Software solutions with highly skilled, subject-matter experts who ensure you get the most value from your IT investment. That means IT can better allocate current resources, and in-house staff can focus their time where it matters most. As a result, you get the best-practice expertise, software benefits, and infrastructure resources you need to get the results you want, faster.

BENEFITS

Gain world-class resources and expertise.

The BMC Infrastructure and Application Monitoring Service is a cost-effective way for your organization to leverage industry-leading technology and unparalleled expertise. Experts in infrastructure management as well as BMC Performance Manager technology provide top-level monitoring and alerting through a 24x7x365 network operations center — all while keeping your IT staff lean and agile. As a result, you optimize the use of your existing resources, and enable your in-house staff to focus on delivering value instead of repetitive, time-consuming tasks.

Achieve a rapid ROI.

With a fast, cost-effective, and more predictable way to gain the benefits of BMC Software, your IT organization can achieve ROI faster than before. That’s because with BMC Managed Services, you pay for the results you achieve, and not the means to achieve them.

Improve system availability and performance.

With reliable systems monitoring and server management that support business needs, you can reduce downtime on mission-critical applications and boost availability, performance, and reliability.

Lower TCO and improve overall IT efficiency.

When you shift your focus from a reactive, crisis-management approach to a proactive approach, you can significantly reduce operational costs and lower TCO across your organization. You also gain the option to purchase the BMC technology directly or as part of a managed service offering.

Simplify and extend enterprise management.

Now you can reduce the effort needed to manage your complex IT environment, leveraging industry-standard BMC Software technologies to enable consistent, centralized management of your entire network, application, and server infrastructure.

Benefits at a Glance:

- > Eliminate the investment and risk associated with hiring, training, and retaining in-house staff to monitor your applications and infrastructure
- > Fill short- or long-term staffing gaps to ensure application and infrastructure availability
- > Gain instant access to best-practice subject matter expertise that enables you to maximize application and infrastructure availability
- > Achieve results faster by eliminating many of the issues related to technology implementation
- > Free yourself and your in-house staff to focus on more strategic work instead of managing software
- > Control IT costs with a “pay-as-you-go” subscription pricing model
- > Ensure availability of your applications and infrastructure by automatically notifying IT staff on critical events, before your business is impacted

A COMPARISON OF MANAGED SERVICES, TRADITIONAL OUTSOURCING, AND PROFESSIONAL SERVICES

It is important to understand the distinction between Managed Services, traditional outsourcing, and professional services. With Managed Services, the in-house IT organization retains control of IT processes because it retains the key staff that uses the IT applications to deliver business services. Managed Services providers typically employ a remote management model, allowing clients to retain control of their IT infrastructure and, consequently, maintain the flexibility to adapt rapidly to changes in their business.

In traditional outsourcing, most control over IT transfers to the outsourcer. As a result, in-house control of the key disciplines of IT management, planning, and maintaining IT application relevance may be greatly lessened or even completely lost. Moreover, it becomes increasingly difficult to extract your organization from outsourcing or to move from one outsourcing service to another. With professional services, the provider’s team departs after the implementation is complete, but remains available for re-engagement if additional services are required in the future. Managed Services providers, however, deliver the initial implementation and then handle ongoing operational functions. They are focused on the ongoing business success of the project and support it beyond the date of the implementation.

Excerpt from “Building Business Value Faster with Managed Services” by Jay M. Gardner, VP and General Manager of the On Demand Business Unit at BMC Software. Read the white paper at www.bmc.com/managedservices

ABOUT BMC MANAGED SERVICES

The goal of IT is to help the business succeed. But delivering the best possible service takes more than just great software. You need the right hardware to run it on, expertise to deploy and manage it, and best practices to ensure you get the results you want. You also need flexible, cost-effective options for acquiring the right resources, for as long as you need them.

That’s where BMC Managed Services come in. BMC Managed Services offer three options for provisioning and operating your software. You can choose from on-demand applications, software administration services, and managed IT services — all designed to help you deliver best-practice results, focus on more strategic work, and optimize your IT budget. For more details on BMC Managed Services, please visit www.bmc.com/managedservices

ABOUT BMC SOFTWARE

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to activate business with the power of IT. 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 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit www.bmc.com

BMC MANAGED SERVICES OPTIONS:

On Demand Applications

Already up and running in a secure data center — you can connect and start using today, with *zero* capital expense (hardware or software).

- > BMC Web Transaction Monitoring On Demand
- > BMC Remedy ITSM On Demand

Software Administration Services

For our software running in your data center — we handle ongoing administration and maintenance, so you can focus on being an expert *user*.

- > BMC Performance Manager Administration Service
- > BMC Remedy ITSM Administration Service

Managed IT Services

If your team has more important work to do, our experts will utilize BMC technology on your behalf to deliver best-practice *results*, as part of your team.

- > BMC Infrastructure and Application Monitoring Service
- > BMC Data Infrastructure Management Service
- > BMC Performance and Capacity Management Services

For more information about these and other BMC Managed Services, please visit www.bmc.com/managedservices

To learn more about how BMC can help activate your business, visit www.bmc.com or call 1.877.945.6325.

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