



Performance and Capacity Management Services

Key Service Features:

- > Fully managed services, powered by BMC Performance Assurance technology
- > BMC experts in performance analysis and capacity planning work as part of your team to help you deliver results
- > BMC provides the software, best practices, and staff
- > Solve performance problems and assess future capacity needs without having to manage the underlying technology
- > Subscription-based, “pay-as-you-go” pricing
- > Immediately scale your capacity management implementation to cover your whole environment with best practices

Performance and capacity management is a challenge for IT organizations. Internal and external customers expect systems to perform well and keep up with changes and growth — which can push IT in the direction of buying too much hardware.

However, IT organizations face heavy budget pressures and can’t afford the hardware, software, and operational costs of over-provisioning. Worst of all, even when IT does overbuild the environment, IT failures can still occur if the excess capacity isn’t deployed where the need exists. Industry-wide, the average IT shop operates at only 15 percent hardware utilization (potentially six times more hardware, software, and operational expense than required) and still experiences performance problems and capacity shortfalls. And when IT failures occur, business users often lose faith in IT’s ability to support critical processes.

To ensure cost-effective, successful performance for the whole organization, IT must establish a best-practice performance and capacity management discipline. However, investing in the necessary hardware and software, as well as hiring and training the staff required to implement and maintain it, can be costly and difficult. And rolling out a new plan without experienced staff to support it can be risky.

THE SOLUTION

BMC Performance and Capacity Management Services provide a complete solution to address complex IT requirements and escalating business needs. This hosted managed services offering provides a dependable, low-risk option for performance and capacity management that gives you the flexibility to acquire as much or as little coverage as you want. With BMC Managed Services, you can augment your current staff with expertise to implement, administer, and maintain the software capabilities you need — so you can focus on the results, not the technology.

BENEFITS

Optimize IT spending by provisioning what you really need, where you really need it.

By applying a systematic approach to performance and capacity management, hardware and software costs can be reduced, typically delivering a 25 percent lower TCO for applications.

Eliminate the risk of failure.

Our hosted offering is tailored to meet your current and future IT resource and staffing needs. You remove the business risk of major capital and staffing expenses while gaining predictable software and service costs with a subscription that scales to your business.

Improve IT service with dedicated resources and best-practice expertise.

Our advanced tuning and modeling services enable you to maximize the performance of your current resources, and ensure your mission-critical systems are configured with sufficient capacity to meet current and projected demand. Improve your ability to predict which components are vulnerable to changes such as increased workloads, data, users, and transactions.

Focus on strategic projects that enhance your business.

By leveraging our best-practice expertise to manage and maintain hardware and software resources, your in-house staff can focus on high-value capacity management tasks and greatly increase your chances of achieving business goals.

Get all the benefits of BMC Software, delivered as a service.

With BMC Managed Services, you have a cost-effective way for your organization to instantly acquire the expertise necessary to address your unique performance and capacity requirements.

Benefits at a Glance:

- > Eliminate the investment and risk associated with hiring, training, and retaining in-house staff to specialize in performance and capacity management
- > Improve IT service with dedicated resources and best-practice expertise
- > Fill short- or long-term staffing gaps in IT capacity management
- > Gain instant access to best-practice subject matter expertise, enabling you to optimize performance with minimal IT investment
- > Achieve results faster by eliminating many of the issues related to start-up time
- > Free yourself and your staff to focus on more strategic work, instead of managing your software
- > Control IT costs with a “pay-as-you-go” subscription pricing model
- > Improve the performance of mission-critical systems
- > Ensure your infrastructure is ready for business changes

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 PERFORMANCE AND CAPACITY MANAGEMENT SERVICES consist of three services:
BMC Performance Visualization Service

Provides data collection, historical trending, and performance reporting coverage across all servers.

- > Base service for all performance activities
- > Remote operation of technology and data collection
- > Provides a fully managed historical performance metric database
- > Generate and deliver summary and detailed performance reports
- > Best-practice reporting from day one

BMC Performance Management Service

Provides in-depth optimization and tuning recommendations across a rolling subset of servers each week.

- > Identification and quick resolution of server, application, and database performance issues
- > Expert analysis across technology silos and platforms
- > Periodic state-of-system reviews
- > Weekly tuning and performance optimization recommendations

BMC Capacity Planning Service

Provides expert capacity planning across a rolling subset of servers on a monthly basis, delivering best-practice capacity management.

- > IT-business capacity planning and forecasting
- > Advanced non-linear predictive “response time” modeling
- > Monthly studies for consolidation, growth, purchasing, or capacity optimization
- > Immediate technical best practice for ITIL Capacity Management

BMC Performance Assurance Service is an integrated bundle of the above services designed to deliver best practices in capacity management.

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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