



BMC Service Desk Express Administrative Service

Key Service Features:

- > Provides ongoing, best-practice administration for the BMC Service Desk Express Application
- > Subscription-based, “pay-as-you-go” pricing
- > Service delivered by certified BMC Service Desk Express experts
- > Use with BMC’s on demand subscription service or with your own BMC Service Desk Express licenses
- > Can be remotely delivered at your hosting site or BMC’s
- > Provides full-time administrative coverage or in partial increments to supplement your existing staff

Business is now dependent on technology — and IT organizations are expected to evolve their IT operations to deliver higher value business results. Service management solutions are expected to align people, process, and technology to better support the business.

For IT to succeed, you need your IT staff focused on delivering business value to make your organization stronger and more competitive.

For many IT organizations, delivering service levels that the business expects is a challenge compounded by tight budgets, limited staff, and difficulty retaining technical expertise. Moving from point IT applications to a consolidated service desk with business service awareness can be overwhelming.

THE SOLUTION

With the BMC Service Desk Express Administration Service, we handle ongoing administration for your BMC Service Desk Express application. Your IT staff can focus on using their best-in-class BMC Service Desk Express solutions rather than implementing, administering, and maintaining them.

The BMC Service Desk Express Administration service offers a fast, easy, and predictable option for running your ITSM solution, without the high investment of developing and maintaining BMC Service Desk Express in-house expertise.

BENEFITS

Quickly improve application quality and performance.

The BMC Service Desk Express Administration Service is based on best practices for BMC Service Desk Express architecture, implementation, and management. This means your BMC Service Desk Express implementation will be fast, predictable, and reliably managed.

Gain world-class expertise.

The BMC Service Desk Express Administration Service helps organizations easily acquire

highly skilled subject-matter experts. Our BMC Service Desk Express experts provide the ongoing support and expertise many customers need.

Improve budget flexibility and reduce your total cost of ownership.

Our administration service allows you to adopt a more efficient approach to administering your software. Pay as you go for results, not the means to achieve them. The result? We take over the responsibility of maintaining trained professionals to deliver the service you expect. You maximize the business value of your software investment

WHEN TO CHOOSE BMC SERVICE DESK EXPRESS MANAGED SERVICES

When you:

- > Are considering a BMC Service Desk Express purchase but don’t have available resources on staff to implement and manage them
- > Have difficulty meeting business service levels or BMC Service Desk Express application requirements due to lack of skills or experience
- > Need to redeploy internal resources to other projects

Other BMC Service Desk Express Managed Services:

If you want to eliminate the need to buy, deploy, and maintain the hardware and software for a service management solution, consider our remotely hosted, on-demand subscription service. With BMC Service Desk Express On Demand, you purchase the software capability, not a software license.

Benefits at a Glance:

- > Eliminate the investment and risk associated with hiring, training, and retaining in-house staff to augment your BMC Service Desk Express administration team
- > Fill short-term or long-term BMC Service Desk Express staffing gaps
- > Ensure that your software is deployed and being fully utilized with our dedicated resources and best-practices expertise
- > Focus your IT staff on using BMC technology, rather than on implementing, administering, and maintaining it
- > Maintain flexibility to bring BMC Service Desk Express software administration back in-house, if desired
- > Reduce your total cost of ownership by adopting a more efficient approach to administering your software

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 helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, 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
- > BMC Service Desk Express 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
- > BMC Service Desk Express 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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