



BMC ITSM Express

Unleash the power of your IT infrastructure to drive business success

BMC ITSM EXPRESS HELPS YOU:

- > Gain control of service management processes through automation
- > Optimize resource utilization with performance monitoring and availability management
- > Reduce risk and cost of compliance through automation and reporting

Your business may be midsized, but your IT needs are as big as those of the largest global enterprise. That's why BMC Software has created BMC ITSM Express specifically to help you meet the demands of service, performance, and compliance through IT Infrastructure Library® (ITIL®) best practices.

BUSINESS CHALLENGE

IT professionals in today's midsized businesses struggle with the same challenges as their counterparts in large enterprises: keeping critical systems running at peak performance, while also containing costs, providing easy access to applications and data, protecting information assets from theft, and taking advantage of innovative technologies that deliver a competitive advantage.

The primary difference lies in the availability of resources to address those challenges. Midsized companies have fewer people and smaller budgets to handle the day-to-day issues that can potentially stall the business. However, the IT staff is still expected to deliver consistent, comprehensive services that advance overall business goals.

THE BMC SOLUTION

BMC ITSM Express combines industry-leading products, designed to meet the needs of the midsized business, into a modular IT service management solution that provides:

- > Incident and problem management
- > Asset management and discovery
- > Change and configuration management
- > Performance and availability management

BMC ITSM EXPRESS

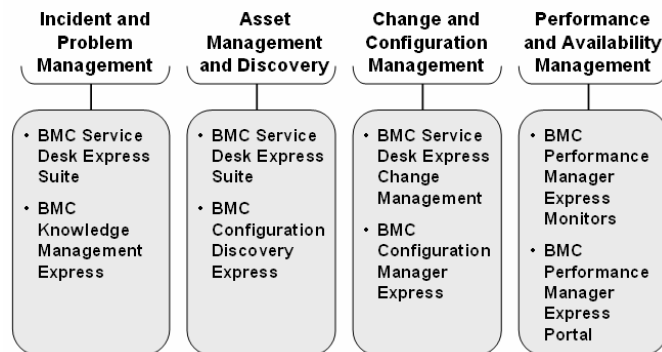


Figure 1. BMC ITSM Express can be tailored to fit your specific needs. Select the processes your business needs and add others as your business grows.

REDUCE I.T. COSTS AND IMPROVE SERVICE QUALITY

According to the Help Desk Institute (HDI 2004 Practices Survey, Help Desk Institute, Nov 2004), the average cost for supporting a Tier 1 call is \$25, whereas a second level call costs \$100. By automating and integrating your service and system management processes you can slash the overall cost of managing and supporting your IT systems.

WHY SELECT BMC ITSM EXPRESS?

- > One integrated suite that builds on service desk to ensure quicker implementation, accelerated learning curve and lower Total Cost of Ownership
- > One partner for industry-leading software, services and training to fast-track your ITIL initiative by up to 66%
- > Offers you flexibility to buy and grow as per your needs
- > One easy to install, easy to use, and easy to maintain solution for IT Service Support essentials

BMC ITSM Express enables you to do this by providing incident, problem, change, configuration, and service level management capabilities that fully support ITIL, the most widely deployed IT best practice framework for IT service management. With BMC ITSM Express, you can:

- > Proactively manage and address business impact and IT infrastructure events
- > Prevent future incidents and problems with root cause analysis
- > Reduce downtime with an automated change management process

GET CONTROL AND OPTIMIZE ASSET USAGE

Manual process of collecting asset data consumes time and is error prone, and limited visibility into these assets leads to their over- or under-buying. By automating collection of IT asset data and by subsequently tracking it through the different stages of its lifecycle, you can control asset acquisition and maintenance costs.

BMC ITSM Express enables you to:

- > Provide extensive and accurate inventory data for s
- > Reduce compliance risk and avoid expensive over-
- > Align IT usage with costs and align operational dec

REDUCE DOWNTIME AND IMPROVE AVAILABILITY

According to recent research, maintenance and operatic percent available for strategic initiatives ("Governing IT i 2004). By managing IT component availability and perfo efficiency and reduce the amount of money you spend o more budget dollars available for projects that deliver hig

BMC ITSM Express enables you to:

- > Avoid service disruption by proactively detecting potential threats and automatically alerting the service desk — before end users are affected
- > Minimize deployment and configuration efforts through remote monitoring of your IT infrastructure using agentless technology
- > Provide centralized performance management and root cause analysis via a browser-based portal

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. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized 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.

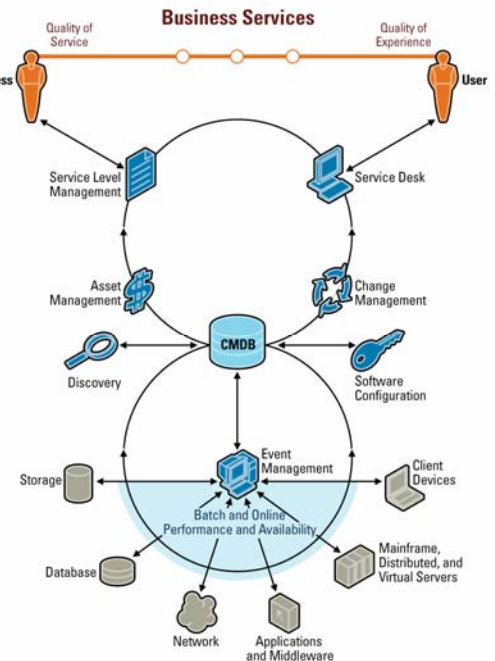


Figure 2. BMC ITSM Express

PROACTIVE SERVICE MANAGEMENT

BMC ITSM Express provides out-of-the box integration between BMC Service Desk Express and other BMC ITSM Express products, with significant flexibility for these integrations to be tailored to your specific needs. Additionally, BMC Service Desk Express has capabilities to integrate with diverse third-party applications through out-of-the-box connectors (ODBC, SNMP, XML, LDAP/ADSI, Text/CSV). These integrations are built at the user interface (UI) level, thereby avoiding the need for complex database-level packages for integration.

By linking key service management processes to the service desk, BMC ITSM Express meets the most critical needs of midsized businesses. And because the solution is easy to implement and use, you can be up and running in days.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031.

BMC, BMC Software, and the BMC Software logo are the exclusive properties of BMC Software, Inc., are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. ITIL is a registered trademark, and a registered community trademark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office. All other trademarks or registered trademarks are the property of their respective owners. © 2007, 2008 Copyright BMC Software, Inc. All rights reserved.

