

BMC Event Manager

Centralize event management to solve problems faster

KEY BENEFITS

- > Enhance the efficiency and effectiveness of enterprise event management with dynamic policies that enable complex rule definitions and management — without programming
- > Minimize downtime by managing IT with information — not just events — by defining business and operations policies that automatically drive how failures are handled and prioritized
- > Reduce total cost of ownership (TCO) by providing out-of-the-box integration with other BMC products, as well as most leading monitoring and event management products
- > Ensure scalability, security, and resiliency with a highly flexible and efficient cellular architecture

As IT environments continue to grow and business applications get ever more complicated, there is no shortage of events to manage in the typical IT enterprise. Often, this event information is segregated by technology or application, resulting in silos of information that are managed without visibility into related events, thus limiting the effectiveness of enterprise management products.

BUSINESS CHALLENGE

Many organizations find it difficult to leverage event information for effective Business Service Management due to variety of factors, including a disparate patchwork (or complete lack) of monitoring tools and workflow processes; an incomplete picture of IT health due to monitoring weaknesses; and a lack of communication across IT silos. In fact, most organizations have implemented a variety of disparate event management tools and consoles for a multitude of infrastructure components. These tools, however, are typically isolated from each other. As a result, events are isolated by technology or application areas, stored in different formats, and managed by different tools through different management interfaces.

A lack of consolidated event information leads to limited insight into how given events affect IT services. This increases the difficulty of diagnosing and resolving incidents across technologies, drives up staffing requirements and IT costs, and hinders root cause and business impact analysis.

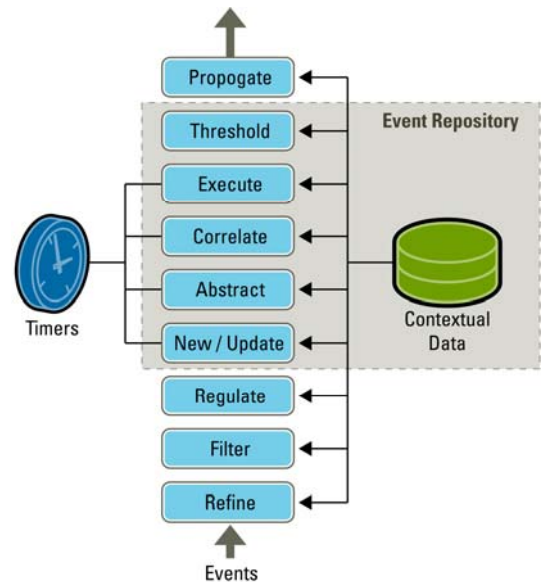
THE BMC SOLUTION

BMC® Event Manager is a “manager of managers” that helps to bring all this disparate information together. Built upon a highly scalable architecture, BMC Event Manager receives events from IT components and translates them into information to solve the problem faster by providing:

- > Normalization— associates events from different technologies with a standard set of data
- > Filtering — removes events that are not interesting
- > Prioritization — enables IT to understand the most critical events
- > Suppression and deduplication — reduces the amount of events to focus on
- > Enrichment — adds context to an event, such as the owner and contact number of the technology
- > Abstraction — enables IT to understand the consequences of a known sequence of events
- > Correlation — identifies relationships between events
- > Escalation — raises the priority or severity of an event based on operational rules
- > Notification — automatically identifies and then contacts the correct individuals or teams about an event
- > Automating — handles events according to business and operations policies



This product integrates with BMC Atrium technologies.



Adaptive Event Management

BMC EVENT MANAGER PRODUCT OPTIONS

BMC Event Manager integrates out of the box with most BMC products. Additionally, the following products are optionally licensed to extend the value, scope, or scalability of BMC Event Manager:

- > BMC® Impact Database Gateway
- > BMC® Impact Integration for Peregrine Systems ServiceCenter
- > BMC® Impact Integration for HP OpenView Operations
- > BMC® Impact Integration for HP OpenView Network Node Manager
- > BMC® Impact Integration for Tivoli
- > BMC® Portal
- > BMC® Reporting Studio
- > BMC® Impact integration for z/OS

The BMC Impact Integration Developer's Kit contains C language and Web Services APIs that simplify integration development. BMC partners use these APIs to build separately licensed product integrations to leading third-party management tools, such as Microsoft Operations Manager.

BMC Event Manager automates corrective actions, integrates diverse technologies (including frameworks), and interoperates with other management applications, such as BMC® Remedy® Service Desk. What's more, it shares the same architecture as BMC® Service Impact Manager, thus enabling you to determine the business impact of any event and find the root cause of any business service outage or disruption. Together, these products enable proactive incident and problem management.

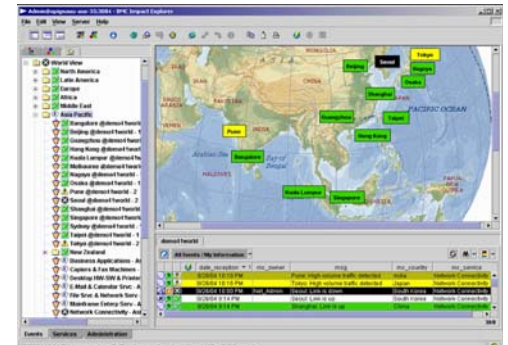
INTELLIGENT, SCALABLE, REDUNDANT, AND FAST

BMC Event Manager handles out of the box a very large set of event types (from mainframes to distributed systems) and has an architecture that can be deployed quickly within your organization. The cellular, peer-to-peer architecture supports unlimited scaling, management topology options, and redundancy across the entire cellular structure — even across distributed networks and through firewalls. Event processing is fast, supporting hundreds of thousands of events per hour. What's more, BMC Event Manager uses built-in functions, such as heart beating, buffering, synchronization, and failover mechanisms, to guarantee delivery of mission-critical event management information.

DIVERSE EVENT ADAPTERS

BMC® Impact Event Adapters can collect an unlimited number of source events from operating system and application log files, SNMP traps, standard Internet protocols (TCP, UDP, Telnet), message output from command line interfaces, and mainframes adapters.

BMC Impact Event Adapters provide predefined parsing engines, translation files, event class definitions, and connections for the above sources. Administrators can modify the predefined adapters and event classes, and can implement their own event adapters.



BMC Event Manager manages images and text-based event lists.

ADAPTIVE EVENT MANAGEMENT

With BMC Event Manager, you can manage your IT information — not just your IT events. To reduce downtime, you must concentrate on the critical conditions that affect IT services. You need information that helps you understand and address the problem rather than just the event. With filtering, recurrence, suppression, normalization, prioritization, correlation, and enrichment, BMC Event Manager presents only the events that are critical to your services. It also allows you to handle events automatically (such as escalate, blackout, and notify) based on your business and operations needs — without programming. For example, you can create a policy that automatically ensures that a critical server event is escalated after three minutes if no one has taken ownership of the problem. With BMC Event Manager, you can establish automatic relationships between events through correlation (cause_effect) or by creating high-level events that provide a broader view of the problem (abstractions). As a result, your IT staff will have valuable IT information about the real problem rather than data about just the technology events.

INSTANT AUTOMATION

Upon problem detection, automation can instantly initiate the appropriate actions to dispatch or resolve problems at machine speed. For example, trouble tickets can be opened and managed (with synchronized updates to BMC Event Manager), e-mails can be sent, events can be acknowledged, and IT information can be forwarded to AlarmPoint® for advanced interactive response.

SECURE ACCESS AND COMMUNICATIONS

BMC Event Manager provides security at the user and event integration levels. A specific user group can be secured to configurable role-specific views and actions. For administrators, central consolidation and control are not compromised by distributed local management. At the event integration level, BMC Event Manager secures exchanges through distributed networks and firewalls using encrypted communications between event processors.

BUILT-IN POLICIES AND EVENT MANAGEMENT RULES

Policies enable the dynamic execution of rules based on user defined event selection criteria. Policies are defined graphically, eliminating the need for programming expertise to administer event management. Operational policies are easily defined to support. The latest version of BMC Event Manager (v7) also includes dynamic event enrichment that allows adding additional from external data sources.

PLATFORM SUPPORT

BMC Event Manager offers broad platform support. Please check with your BMC representative for a list of supported platforms.

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. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. 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 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. www.bmc.com.



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031

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