

BMC[®] Impact Integration for HP OpenView Network Node Manager



Key features

- > Improves value of existing BMC Service Impact Manager or BMC Event Manager and HP OpenView Network Node Manager investments through a rich bidirectional integration
- > Ensures the reliable sharing of events through encryption and buffering
- > Increases productivity through the application of sophisticated event manipulation and processing policies that does not require programming
- > Supports customized integration through a graphical configuration utility
- > Enables HP OpenView Network Node Manager to participate in Business Service Management through integration with BMC Service Impact Manager
- > Saves staff time by automating event sharing and filtering
- > Keeps staff current and coordinated by synchronizing changes to events whether they are made in BMC Service Impact Manager, BMC Event Manager or HP OpenView Network Node Manager

BUSINESS CHALLENGE

Network management is critical to maintaining the health of all IT services, but managing network problems without service impact perspective creates inefficiencies in applying staff resources and achieving greater IT competitive advantage. Leveraging HP OpenView Network Node Manager (NNM) with Business Service Management (BSM) solutions delivers the business priority of a problem and expands NNM value, but this needs to be achieved without disrupting staff workflows and business processes.

BMC SOFTWARE SOLUTION

BMC Impact Integration for HP OpenView Network Node Manager (BiiNNM) integrates BMC Service Impact Manager (BMC SIM) or BMC Event Manager (BMC EM) with NNM events. Integration with BMC SIM extends NNM events into real-time service impact management and gives staff the ability to manage network problems from a business service perspective and see root cause. Integration with BMC EM allows NNM events to be enriched and processed into more valuable IT information that can be shared across the IT organization.

Bidirectional Control

Out-of-the-box, BiiNNM integration supports two-way event sharing so that events detected by NNM can be shared with BMC SIM or BMC EM, or events detected by BMC SIM or BMC EM can be shared with NNM.

Synchronized Changes

Once an event is shared, BiiNNM keeps any changes to the status of the event current between the two solutions.

Flexible Customization

BiiNNM can handle standard and non-standard integration deployments with NNM by supporting customization between the BMC SIM or BMC EM and NNM through a configuration utility that features an easy to use graphical user interface.

Customization tasks that can be performed through the BiiNNM configuration utility include:

- > Mapping of fields for NNM event fields
- > Automated event sharing
- > Suppression of duplicate events based on defined event criteria
- > Bidirectional or one-way integration control from the BiiNNM configuration utility
- > Event enrichment pre-processing
- > Event filtering

Reliable, Secure Information Delivery

BiiNNM is a secure solution that provides the reliability needed to support the management of critical enterprise environments. It provides data sharing technology that includes encryption and buffering so there is no loss of data.

Buffered, secure communications provide an operational safety net by protecting against intermittent communication failures, while encrypting all communications from BMC SIM or BMC EM.

Enhanced NNM Solution

Event forwarding from NNM through BiiNNM to BMC SIM enables users to employ powerful service impact management, scalability, consolidation, and event automation capabilities that supplement the NNM environment and deliver business impact and root cause perspective to network management events.

Conversely, forwarding pre-processed IT information from BMC SIM or BMC EM through BiiNNM to NNM off loads NNM processing demands while delivering event data that NNM otherwise could not as easily consolidate and process.

Helping You Maintain Advantage

BMC Software Professional Services helps your company maintain its competitive advantage through a comprehensive suite of services that includes service level management consulting, installation, implementation, configuration, and customization. Our professional services and education offerings are designed to ensure the ongoing availability of critical business applications, maximize product potential, reduce project risk, deliver IT value to your business, and improve your operations. For more information about BMC Software Professional Services, visit <http://www.bmc.com/profserv>.

About BMC Software

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. 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.



54717