



Seamless Technologies and BMC Software Align Your IT Strategy with Business Objectives

Benefits

- > BSM Partner Certification
- > Largest partner in the NE
- > Proven specialty in custom integration
- > ITIL expertise, with certified ITIL foundation experts on staff

“Customers are asking for an all-in-one management system, and have been for years,” according to Seamless Technologies Inc., President, Kevin Johnson. “BMC’s Service Impact Manager solution has made it easier for us to offer the fully integrated solution out of the box, which translates to more rapid time to market, and, therefore, more rapid time to ROI.”

Kevin Johnson
President
Seamless Technologies Inc.

The BSM Solution

The Business Service Management (BSM) solution helps companies manage what is most critical through a better understanding of the relationship between a company’s technology, which is its business, and its IT infrastructure. It provides an incremental approach to understanding and meeting specific business needs. BSM can identify the best technology solution to support the business and make the most of current investments, while delivering faster and more comprehensive and consistent services, increasing revenue opportunities, lowering the cost of ownership, and reducing the risk of unnecessary IT expenditures.

What makes this relationship unique?

Seamless Technologies and BMC Software have partnered since 1995. In 2004, Seamless was awarded BSM Partner Certification. This certification verifies that this premier partner has successfully completed the rigorous annual evaluation and certification process that measures their ability to sell, market, implement and deliver the value of BMC® Software’s comprehensive Business Service Management solutions.

Seamless sells BMC Software products and develops complementary products on the BMC Software platform in order to provide customers with a total enterprise management solution. Seamless experts provide software and service solutions, deep customer support, and education to ensure that customers have a rapid ROI on an easy-to-manage Business Service Management solution.

Seamless’ Digitally Managed End-to-End Service Management Methodology focuses on enterprise management and process improvement based on over 10 years of best practices. BMC Software’s PATROL, CONTROL-M®, Service Impact/Event Manager, Remedy IT Service Management and Seamless Instrumentation and Integration Modules are the tools of choice to help with service management initiatives. For many years, Seamless and BMC have helped customers reduce the risk, downtime and cost of their operational infrastructure through a proven process that can deliver a solid ROI in six months or less.

How can you benefit?

Seamless is highly specialized and experienced with over 600,000 objects under management. Specializations include software development, staffing, and network and systems integration, typically at a fixed price.

Seamless’ proprietary methodology combines objective technology business analysis, project management, and technological expertise to address clients’ strategic needs. This methodology reduces the service defects, decreases the cost of ownership and improves the service quality.

Our results provide the best solution to support your IT improvement process, such as ITIL®, 6S or your IT initiatives.

ABOUT SEAMLESS

Seamless Technologies has a proven specialty in custom integration and has BMC BSM Certification and ITIL expertise, with certified ITIL foundation experts on staff. With more than 10 years of practical enterprise management experience in a Remedy environment, Seamless has hardened its processes and solution offerings in real-world engagements. Also a leader in integrating disparate systems, Seamless has been at the forefront of integrating BMC Service Impact Manager with Microsoft’s MOM and other vendor solutions.

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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 has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. BMC Software. Activate your business with the power of IT. For more information, visit 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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