



BMC Web Transaction Monitoring On Demand

Key Service Features:

- > Remote hosted service, powered by BMC Performance Manager (formerly BMC® PATROL®) technology
- > BMC handles ongoing provisioning, management, back-up, and maintenance of the software and infrastructure
- > You purchase the software *capability*, not a software license
- > Subscription-based, “pay-as-you-go” pricing
- > Measure customers’ true end-to-end Web site experience via our global Points of Presence (POP) network
- > Receive high-level graphs and statistical reports for critical Web measurements
- > Receive real-time alerts via e-mail, mobile devices, and a convenient Web interface

For many companies, Web-based applications have become a critically important tool for serving customers, suppliers, and employees in a cost-effective way.

One of the biggest challenges for Web applications is how to deliver consistent performance and availability to end users, and to quickly find and resolve performance and availability problems when they do occur. The number one reason customers abandon Web sites is poor response time — so Web performance problems can have a direct effect on your customer satisfaction, and your bottom line.

Web performance and availability problems can be especially difficult due to the highly distributed nature of the Internet. Many times, what customers perceive as a problem with your Web site may actually be caused by a network outage or other condition on the Internet that is beyond your control — but customers still think you are violating your SLA. If you have customers in multiple geographies, each of them expects good performance from their specific location. You need to understand the performance and availability of your critical Web sites from your customers’ perspectives, and receive early warning anytime this falls below acceptable levels.

THE SOLUTION

BMC Web Transaction Monitoring On Demand provides a complete, end-to-end solution to the global Web monitoring challenge, including dozens of remote monitoring sites deployed at major network interconnects around the world. Our experts provision and operate this global monitoring network for you, so you can start monitoring your Web sites today — with no hardware, software, or capital expense requirement. This solution provides a fast, cost-effective, and predictable way to ensure your customers’ Web experience meets your high standards.

The BMC solution offers several unique advantages. Our approach is 100 percent agentless, so you never have to install any software on your Web servers, desktop PC or anywhere else. Defining what to monitor is very easy — most Web sites can be monitored without resorting to any kind of scripting.

And our global monitoring network makes it simple to monitor from any geography or customer’s perspective without facing the expense and complexity of deploying and maintaining your own servers around the world.

BENEFITS

Respond to issues before they impact the business.

BMC Web Transaction Monitoring On Demand incorporates service-level measurement and reporting to help you detect and resolve performance and availability problems before they affect the end user.

Get all the benefits of BMC Software, delivered as a service.

Now you can avoid the indirect costs of software ownership and achieve the benefits of BMC Software, today. BMC experts help deploy the capabilities you need so you can better manage your ongoing IT operations and accelerate time to value.

Gain world-class resources and expertise.

BMC Web Transaction Monitoring On Demand provides a cost-effective way for your organization to instantly acquire access to market-leading technology and leverage highly skilled subject-matter experts. BMC Performance Manager experts provision and operate the application and global monitoring network 24x7 from our secure data center. This means you can direct your in-house staff to focus their time where it matters most to your business.

Fast, easy, and predictable implementation.

BMC Web Transaction Monitoring On Demand is based on best practices for BMC Performance Manager implementation and management. This means your implementation will be fast, easy, and predictable, so you can greatly reduce the costs and risks associated with a first-time implementation, and deliver a rapid time to value.

Benefits at a Glance:

- > Eliminate the need to buy, deploy, and maintain the hardware and software, reducing your overall TCO
- > Connect to our secure data center and begin monitoring and collecting data in a matter of minutes
- > Focus your IT staff on *using* BMC technology, rather than on implementing, administering, and maintaining it
- > Gain greater budget flexibility with a “pay-as-you-go” subscription pricing model
- > Understand the performance and availability of your Web sites from your customer’s perspective
- > Measure service level agreements against actual Web site performance and availability
- > Gain access anytime, anywhere to monitoring environment through pure Web client
- > Gain instant access to the BMC global Points of Presence (POP) monitoring network

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, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to activate business with the power of IT. 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

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

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

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.

BMC Software, the BMC Software logos and all other BMC Software product or service names are registered trademarks or trademarks of BMC Software, Inc. All other registered trademarks or trademarks belong to their respective companies. ©2005 BMC Software, Inc. All rights reserved. 58698

