



BMC Remedy Enterprise Integration Engine

Connecting BMC Remedy Applications to Your Enterprise

Integrate processes and information across your organization for greater synergy, efficiency, and effectiveness.

Inefficiency costs your company time and money — whether that inefficiency is caused by inconsistencies among your various corporate databases or the inability to deliver up-to-date financial and contractual information to your customer-facing staff. Inaccurate or difficult-to-retrieve information hampers the ability of your employees to respond effectively to customer needs. And that, in turn, may drive customers away.

BMC® Remedy® Enterprise Integration Engine (EIE) reduces inefficiencies and enables data sharing across the enterprise for accurate, timely delivery of information. This flexible information transfer engine accelerates the development of links between BMC Remedy solutions and enterprise resource planning, customer relationship management, supply chain management, and other enterprise applications, thereby lowering costs and leveraging existing investments. It works with any BMC® Remedy® Action Request System® (AR System®) application, including BMC® Remedy® IT Service Management, BMC® Atrium™ CMDB, and BMC® Remedy® Customer Service and Support solutions, as well as any custom-developed solution you may have built in-house. By allowing interaction among your many disparate systems, you can deliver greater ROI on both your BMC Remedy solutions and your other enterprise systems.

BMC Remedy Enterprise Integration Engine solutions consist of the BMC Remedy EIE engine, an adapter, and the Data Exchanges. The powerful BMC Remedy EIE engine allows bidirectional, scheduled, and event-driven data exchange between any BMC Remedy application and any external enterprise application. The BMC Remedy EIE technology is designed for both scheduled bulk data transfers and integrations requiring process initiation by either side. You can use the BMC Remedy EIE for both initial data load and incremental data transfers, as well as for data synchronization. An intuitive graphical interface lets you easily configure rules for data exchange between BMC Remedy and other applications — no programming or SQL statements are required. The BMC Remedy Enterprise Integration Engine transfers only the modified data.

Optimizing Business Decisions and Processes

BMC Remedy Enterprise Integration engine enables you to optimize your business decisions and processes by giving you the ability to:

- > **Extend the power of your BMC Remedy applications across your enterprise**
 - Enable two-way information transfer between BMC Remedy-powered applications and other enterprise systems
- > **Accelerate development of links between BMC Remedy and other systems**
 - Reduce the cost of implementing and maintaining enterprise integrations
 - Eliminate the need to re-enter data
- > **Leverage your existing IT investment**
 - Extend your existing BMC Remedy applications for greater ROI
 - Integrate processes and information within your organization for greater synergy, efficiency, and effectiveness

Moreover, many powerful Service Management business solutions can be enhanced using the BMC Remedy Enterprise Integration Engine, including:

- > **Help Desk:** Keep people information from your Human Resource applications synchronized with employee information in your BMC® Remedy® Help Desk application, thereby providing consistent and up-to-date employee information for both your help desk and HR staff
- > **Configuration Management:** Continually feed information from discovery tools and other sources into your BMC Atrium Configuration Management Database (CMDB) to ensure the

CMDB is always updated and can provide an accurate and complete model of your IT environment.

- > **Asset Management:** Keep asset data that is tracked by your BMC® Remedy® Asset Management applications synchronized with corporate asset data stored in ERP application modules for more accurate information and better decision-making
- > **Customer Support:** Exchange information between external customer support requests in your BMC® Remedy® Customer Support application and other systems in your business, such as your production and shipping applications, so as to provide better information to your customers
- > **Quality Management:** Share information between your BMC® Remedy® Quality Management application and your manufacturing and supply chain management applications to provide quality control and defect tracking throughout the production process

Adapters for the BMC Remedy Enterprise Integration Engine

An integral part of a BMC Remedy Enterprise Integration Engine implementation is the development of adapters. These adapters can be built by trained BMC Software Consultants, BMC partners, or by your own organization using the Adapter Development Kit (ADK). When coupled with adapters, the BMC Remedy EIE is the cornerstone of powerful business solutions in areas such as IT service management, enterprise resource planning, and customer relationship management. BMC also provides pre-built adapters for certain third-party products. Examples include BMC® Remedy® Link for Oracle, providing integration with Oracle applications, and BMC® Remedy® Link for MS SQL, providing integration with Microsoft SQL Server databases.

About BMC Remedy Action Request System

BMC Remedy AR System is a Service Process Management (SPM) solution that provides a single, consolidated platform for automating and managing service management business

processes. BMC Remedy AR System is the foundation for the BMC Atrium Configuration Management Database (CMDB), as well as BMC Remedy IT Service Management for the Enterprise, BMC Remedy Customer Service and Support, and thousands of partner and customer-built Service Management applications. With its request-centric, forms-driven, workflow-based architecture, the BMC Remedy AR System environment is optimized for efficiencies in Service Management business process delivery. BMC Remedy AR System provides a comprehensive yet easy-to-use set of tools to continuously adapt and evolve your applications to the unique procedures and individual requirements of your company's user community.

More than 7,000 customers and 80 percent of the Fortune 100 companies benefit every year from the affordable, continuous optimization of business processes that the BMC Remedy AR System application foundation makes possible.

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 Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT.



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