



BMC REMEDY MIGRATOR

Synchronization for BMC Remedy Action Request System
Development and Production Servers

BMC Remedy Migrator Usage Benefits

- > Increase productivity and save countless hours by automating routine and lengthy manual tasks
- > Reduce the risk of mistakes resulting from manual maintenance processes
- > Schedule unattended migrations, freeing valuable time to focus on critical activities within your organization
- > Increase end-user satisfaction by reducing turnaround times for maintenance and change requests to BMC Remedy AR System applications
- > Ensure that BMC Remedy AR System server changes are reflected throughout your entire organization

The intense pressure to increase profitability has made it essential for businesses to obtain maximum productivity from their workforce. Therefore, it is now critical that all employees be given the tools they need to get their jobs done as swiftly and effectively as possible. For BMC® Remedy® Action Request System® (AR System®) administrators, BMC® Remedy® Migrator is just such a tool.

Seamless Migration Between Development and Production Servers

BMC Remedy Migrator saves hours of manual maintenance by keeping your BMC Remedy AR System servers synchronized and current. It does so by allowing you to migrate BMC Remedy AR System application changes quickly and easily, freeing up your time to develop new or existing BMC Remedy AR System applications on a separate server without the risk of disrupting day-to-day processes. With BMC Remedy Migrator, you gain the advantages of higher productivity and the assurance that all your BMC Remedy AR System servers are up-to-date and in-synch. Because BMC Remedy Migrator streamlines and automates the tasks that often cause you to lose valuable time, you are freed up to get your job done most efficiently.

Precise and Accurate Migration

BMC Remedy Migrator is developed exclusively for use with BMC Remedy Action Request System. It seamlessly integrates with BMC Remedy AR System through existing BMC Remedy APIs, requiring no additional integration work. BMC Remedy Migrator is simply installed on a client workstation and executed independently of BMC Remedy AR System.

As a result, you can migrate all BMC Remedy AR System server workflow object definitions from one server to another. Or, you can move only those BMC Remedy AR System server objects you specify, including forms, workflow objects, BMC® Remedy® Distributed Server Option mappings, the various field types, and data. Similarly, BMC Remedy Migrator provides you with powerful differencing and dependency capabilities that allow you to quickly pinpoint changes or related objects, and then migrate only the changed or dependent information. And, by

implementing migration scripts, you can schedule these customized migrations between one or more servers to execute at a specified time and date to come.

The data migration feature in BMC Remedy Migrator gives you the flexibility of selecting one or more forms for which single, multiple, or queried sets of data can be migrated. It then enables you to determine if you want to migrate the data and selected workflow immediately, or save your choices to a migration script to be run at a later time. You also have the option of running the migration scripts repeatedly. In fact, because you can schedule your migrations to run at times when the impact to your production environment will be negligible, your non-productive 'down-time' is kept to a minimum, increasing your overall efficiency and effectiveness without compromising your day-to-day operations.

Because BMC Remedy Migrator is integrated seamlessly into your BMC Remedy AR System platform, you can receive automatic notifications from the BMC Remedy AR System Alert Notification server when migrations are complete. By receiving automated alerts through e-mail or pager, you can be sure that your migrations complete according to schedule — without having to be tied to your desk monitoring the change process. As a result, you gain the ability to focus your time and energies on other critical activities within your organization.

Make Informed Decisions for Safe Migration

Beyond the dynamic workflow and data migration capabilities found within BMC Remedy Migrator lies another valuable feature — reporting capabilities. BMC Remedy Migrator provides three built-in reports that can help you streamline and manage your migration processes so that all migrations run as smoothly as possible.

First, BMC Remedy Migrator can show the inter-dependencies that exist between workflow server objects with Dependencies Reports. These reports can show if a workflow object and its dependencies should be moved at all, giving you the assurance that any application being migrated will continue to perform as desired on its destination server.

Second, the BMC Remedy Migrator Differences Report shows you a comparison of objects between two servers, between a server and a BMC Remedy Migrator definition file, or between two BMC Remedy Migrator definition files, so that you can easily identify object differences that exist. Then, using the Differences Report, you can migrate all object differences or only a subset of the object differences that exist.

Third, the Migration Results Report provides details about how a specific migration actually performed: the start and end times, the source and destination points, the items migrated, the options that were in place at the time of the migration, and so on.

Additional Product Capabilities

- > Migrate all objects or just those objects, fields, groups, data, and DSO (BMC Remedy Distributed Server Option) mappings selected, from one server to another
- > Migrate changes or data across BMC Remedy AR System servers regardless of hardware platform or database
- > Use Multi-task operations to run scheduled and user-initiated migrations at the same time
- > Back up the destination server workflow before a migration occurs to ensure that all workflow that is to be changed is first copied to a backup directory, giving you the ability to revert back to previous workflow iterations, should such measures be necessary
- > Identify and report upward or downward object dependencies to ensure the proper operation of associated application workflow prior to migration
- > Quickly identify workflow variances between servers or files by using the integrated Differencing Engine

- > Support connections through firewalls
- > Control application development and production environments through BMC Remedy AR System Source Control (SC) integration

BMC Remedy Migrator Usage Benefits

- > Increase productivity and save countless hours by automating routine and lengthy manual tasks
- > Reduce the risk of mistakes resulting from manual maintenance processes
- > Schedule unattended migrations, freeing valuable time to focus on critical activities within your organization
- > Increase end-user satisfaction by reducing turnaround times for maintenance and change requests to BMC Remedy AR System applications
- > Ensure that BMC Remedy AR System server changes are reflected throughout your entire organization

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.

For more information, visit www.bmc.com.

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. 59132



59132