

BMC[®] Impact Integration for Tivoli



Key benefits

- > Enhances your Tivoli investment
- > Provides instant access to the BMC Impact Explorer console from the Tivoli desktop
- > Enables a dramatic boost to event management performance
- > Increases productivity by providing integration to a simpler, more structured rule language for automation rule creation
- > Provides reliable event delivery including buffering, and recovery of event data between BMC Service Impact Manager or BMC Event Manager and Tivoli

BUSINESS CHALLENGE

Today's business managers and service provider customers demand to know about the delivery and quality of the IT services that they rely upon. To deliver this type of information, IT Operations need a real-time understanding of how each outage and slowdown impacts services.

IT organizations that use Tivoli from IBM Corporation need to be able to react quickly to

- > Expand their enterprise event management capacity
- > Manage their IT enterprise from a business perspective

BMC SOFTWARE SOLUTION

BMC Impact Integration for Tivoli provides rich, framework level integration of Tivoli with

- > BMC Service Impact Manager
- > BMC Event Manager

Enhancing Tivoli with service impact management aligns IT operations to your business operations. IT organizations are able to manage the IT enterprise from a business perspective integrating BMC Service Impact Manager with the Tivoli framework using BMC Impact Integration for Tivoli.

Extending the event management capacity of the Tivoli Management Environment is a streamlined process when BMC Event Manager is integrated with Tivoli through BMC Impact Integration for Tivoli.

BMC Impact Integration for Tivoli with BMC Service Impact Manager or BMC Event Manager brings scalability and flexibility to Tivoli by removing event bottlenecks and reducing complexity—and without requiring modifications to the framework deployment.

Rich Tivoli Framework Utilization

BMC Impact Integration for Tivoli integrates with all the modules of the Tivoli architecture by using the framework as a communication layer.

- > Integrates into the framework security model
- > Provides profile-based configuration of event processors
- > Leverages Tivoli Software Distribution
- > Supports graphical representations in the Tivoli desktop that are grouped in hierarchical collections

From the Tivoli desktop, administrators can

- > Create and manage BMC Service Impact Manager and BMC Event Manager processors
- > Launch all BMC Service Impact Manager and BMC Event Manager tools

The product seamlessly processes the Tivoli event stream and automatically receives and processes events from Tivoli Distributed Monitoring (DM) agents and Tivoli Enterprise Console (TEC) adapters.

BMC Event Manager can act as a mid-level event manager for TEC or manage all events without disrupting the rest of the Tivoli framework environment.

Reliable Information Delivery

BMC Impact Integration for Tivoli is a high-performance, secure solution. It uses data-sharing capabilities that include encryption, buffering, and redundancy. Buffered, secure communications provide an operational safety net by protecting against intermittent communication failures and encrypting all communications between Tivoli Managed Resource (TMR) servers and BMC Service Impact Manager or BMC Event Manager.

Synchronized Integration

BMC Impact Integration for Tivoli acts as an outbound adapter, an inbound gateway, or both to translate, transfer, and synchronize event data between Tivoli and BMC Service Impact Manager or BMC Event Manager.

BMC Impact Integration for Tivoli automatically synchronizes event information using dynamic, bidirectional communication, ensuring data consistency and coordinating the actions of end-user operators.

If a disruption to data synchronization occurs, BMC Impact Integration for Tivoli buffers the information until the connection is re-established, and then synchronizes all event updates and closures, and processes new events between the two environments.

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.

Enhanced Tivoli Solution

Event forwarding through BMC Impact Integration for Tivoli to BMC Service Impact Manager enables users to employ powerful service impact management, scalability, consolidation, and event automation capabilities that supplement the Tivoli environment.

Forwarding pre-processed event information from BMC Event Manager through BMC Impact Integration for Tivoli to Tivoli off loads TEC processing demands and provides scalability to TEC.

Tivoli Solution Support

BMC Impact Integration for Tivoli supports the following Tivoli products:

- > Tivoli Enterprise Framework
- > Tivoli Software Distribution (optional)
- > Tivoli Distributed Monitoring (optional)
- > Tivoli Enterprise Console (TEC)

An instance of BMC Impact Integration for Tivoli is needed for each TMR server that will send or receive events with BMC Service Impact Manager or BMC Event Manager.

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>.



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