



Aeroprise Mobility for BMC Remedy IT Service Management

Mobilize BMC Remedy IT Service Management (ITSM) Suite on handheld devices with Aeroprise's pre-configured, easy-to-use solution. Lower your IT support costs, improve service performance and reduce business risk by enabling field technicians, IT managers and business executives to access key features, workflow and reports in BMC Remedy applications anywhere, anytime.

Key Benefits

- » Manages IT anywhere, anytime
- » Reduces IT support costs
- » Limits business-critical asset downtime
- » Reduces risk and increases response speed
- » Improves customer service
- » Deploys in a few days with no changes to the BMC Remedy application functionality
- » Automatically inherits and updates ITIL workflow on the mobile device
- » Gives managers a real-time, 360-degree view of the IT infrastructure
- » Lets staff mobilize specific fields, reports and alerts
- » Endorsed by Fortune 500 companies and U.S. government agencies

Business Challenge

Who manages IT when you are away from the office? What happens when critical incidents and urgent change requests arrive while you're in meetings? Is your asset data current? How can you extend BMC Remedy applications to smartphones to better leverage your investment and maximize IT Service Management control?

The BMC Marketzone Direct Solution

Aeroprise Mobility for BMC Remedy IT Service Management gives you a real-time view of the entire incident and problem, change and asset lifecycle. Using mobile devices, such as BlackBerry, iPhone and Windows Mobile, you can track service level performance, monitor system availability and approve change requests in a geographically dispersed environment. Instant alerts inform you of IT issues submitted by technicians, who now use handheld devices to manage trouble tickets, asset records and change requests directly from the field. The result is an end-to-end business service management process that lowers risk, improves customer service and reduces IT costs.

For IT Infrastructure Library® (ITIL®) compliance, Aeroprise automatically inherits and updates any workflow changes made to the BMC Remedy application. Information entered on the mobile device is instantly updated in the BMC Atrium Configuration Management Database (CMDB). The Administration Console lets you mobilize filters and active links with a few clicks. And users can easily extend specific fields, reports and alerts from the Personalization Console.

Boost productivity and cut support costs
Mobile technicians are usually 30 percent more productive when they don't need to return to their desks to manage trouble tickets, change requests and asset records.

Decrease business downtime
Instant alerts minimize downtime of critical equipment by delivering live information to the mobile device.

Lower risk and increase response speed
Managers who can handle incidents, changes and assets on the road, closely adhere to ITIL processes and quickly respond to business issues.

Improve customer service
Mobile technicians, armed with key information, resolve IT incidents quicker faster and deploy new assets faster.





Mobile IT Management Service

Aeroprise provides mobility solutions for the following BMC Remedy applications:

- » IT Service Management
- » Service Desk
- » Change Management
- » Asset Management
- » Action Request System

BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended September 30, 2009, BMC revenue was approximately \$1.88 billion. www.bmc.com for more information.

Features

- » **Multiple Applications** - Manage incident, asset and change with one mobile solution
- » **Manage Issues** - Create, update and reassign incidents
- » **Work with Tasks** - Create, view and modify ad hoc incident tasks
- » **Relate Items** - Relate incidents or configuration items to other incidents
- » **Get Alerts** - Receive, acknowledge and open records with detailed information
- » **View Reports** - Provides up-to-date snapshots of key performance indicators
- » **Attachments** - Upload, download and delete BMC Remedy attachments as PDF, Word, Excel, GIF, JPG, and BMP files
- » **Search** - Quickly locate information in multiple trouble tickets
- » **Signature Capture** - Upload signatures captured from your Windows Mobile device
- » **Personalize** - Mobilize specific fields, workflow and ticket rules with a few clicks
- » **Security** - VPN-level security, including IP range restrictions, 128-bit AES encryption and session controls
- » **Automatic Device Optimization** - Applications are automatically tailored to the mobile device's screen, bandwidth, connectivity and processing power
- » **Offline Connectivity** - Users can continue work offline as updates are seamlessly transmitted when the device connects to the network

Alignment with Best Practices

In your quest to align IT to business needs that optimize availability and reduce costs, you must ensure that mobility is a corner stone of your Business Service Management approach. A closed-loop ITIL process will make it easier for you to leave your desk knowing that business critical issues will be resolved, change requests will be managed successfully, and service level agreements will be met – even while you are remote.

Tie-in to Business Service Management

Mobility allows you to manage IT from the perspective of the business. With Aeroprise, you enjoy better decision-making, proactive service support and less complexity. A mobile service support solution also provides business transparency, visibility and control.

Technical Specifications

System Requirements

- » Microsoft Windows Server
- » Dual Core Processor / 2GB RAM / 3GB Available on Hard Drive / 32-Bit CPU

Integrations

- » BMC Remedy IT Service Management

Mobile Operating Systems

- » BlackBerry, Apple iOS and Windows Mobile

About the MarketZone Direct Partner

The world's most-deployed mobile solution for BMC Remedy applications, Aeroprise helps Fortune 500 companies and major public institutions extend IT service management functionality to mobile devices. Headquartered in Mountain View, California, Aeroprise is a privately held company.

Learn More

For more information, please visit www.bmc.com/aeroprise or call (800) 841-2031.



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