



BMC ITSM Express

Unleash the power of your IT infrastructure to drive business success

BMC ITSM EXPRESS HELPS YOU:

- > Gain control of service management processes through automation
- > Optimize resource utilization with performance monitoring and availability management
- > Reduce risk and cost of compliance through automation and reporting

Your business may be midsized, but your IT needs are as big as those of the largest global enterprise. That's why BMC Software has created BMC ITSM Express specifically to help you meet the demands of service, performance, and compliance through IT Infrastructure Library (ITIL®) best practices.

BUSINESS CHALLENGE

IT professionals in today's midsized businesses struggle with the same challenges as their counterparts in large enterprises: keeping critical systems running at peak performance, while also containing costs, providing easy access to applications and data, protecting information assets from theft, and taking advantage of innovative technologies that deliver a competitive advantage.

The primary difference lies in the availability of resources to address those challenges. Midsized companies have fewer people and smaller budgets to handle the day-to-day issues that can potentially stall the business. However, the IT staff is still expected to deliver consistent, comprehensive services that advance overall business goals.

THE BMC SOLUTION

BMC ITSM Express combines industry-leading products, designed to meet the needs of the midsized business, into a modular IT service management solution that provides:

- > Incident and problem management
- > Asset management and discovery
- > Change and configuration management
- > Performance and availability management
- > Web access and identity management

BMC ITSM EXPRESS

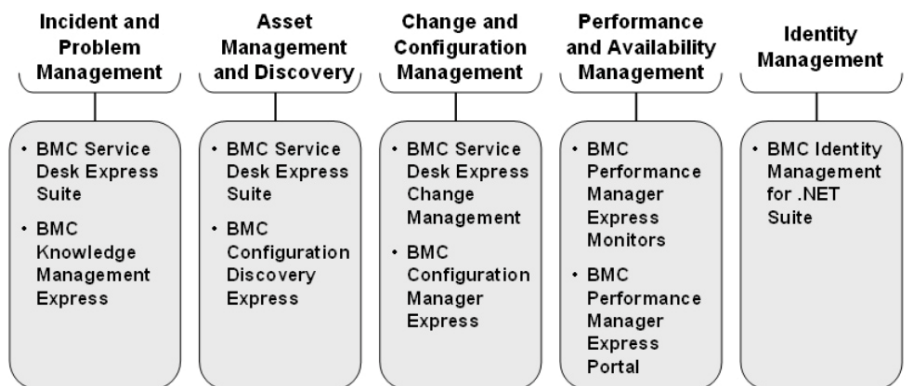


Figure 1. BMC ITSM Express can be tailored to fit your specific needs. Select the processes your business needs and add others as your business grows.

MANAGE SERVICE QUALITY

- > Proactively manage and address business impact and IT infrastructure events
- > Prevent future incidents and problems with root cause analysis
- > Reduce downtime with an automated change management process

MANAGE PERFORMANCE

- > Manage IT infrastructure, application availability, and performance
- > Shift focus from maintenance/operations to value-added efforts
- > Leverage proven technologies to reduce management complexity

MANAGE PEOPLE

- > Comply with government regulations and industry standards
- > Tighten internal controls and reduce security risk
- > Reduce operational and IT support costs

GAIN CONTROL AND REDUCE I.T. COSTS

According to the Help Desk Institute (HDI 2004 Practices Survey, Help Desk Institute, Nov 2004), the average cost for supporting a Tier 1 call is \$25, whereas a second level call costs \$100. By automating and integrating your service and system management processes you can slash the overall cost of managing and supporting your IT systems.

BMC ITSM Express enables you to do this by providing incident, problem, change, configuration, and service level management capabilities that fully support ITIL, the most widely deployed IT best practice framework for IT service management. With this ITIL-compatible solution, you can automate core service management processes, thereby optimizing business service availability and lowering the total cost of ownership of IT.

OPTIMIZE RESOURCE UTILIZATION

According to recent research, maintenance and operations consume 70 percent of IT budgets, leaving only 30 percent available for strategic initiatives ("Governing IT in the Enterprise," Forrester Research, Inc., July 30, 2004). By managing IT component availability and performance in a business context, you can achieve greater efficiency and reduce the amount of money you spend on operations and maintenance. Bottom line: You have more budget dollars available for projects that deliver higher return.

BMC ITSM Express enables you to:

- > Avoid service disruption by proactively detecting potential threats and automatically alerting the service desk — before end users are affected
- > Minimize deployment and configuration efforts through remote monitoring of your IT infrastructure using agentless technology
- > Provide centralized performance management and root cause analysis via a browser-based portal

REDUCE RISK AND COST OF COMPLIANCE THROUGH AUTOMATION AND REPORTING

Government mandates and customer expectations have made robust security a business imperative. However, you also need to give employees easy access to the systems and data they need to do their jobs.

Automating and integrating password management self-service with your service desk allows you to control and better manage your IT systems, while also reducing your overall IT costs.

What's more, as people move to new roles or leave a company, their access privileges must be changed or terminated quickly and efficiently. BMC ITSM Express offers advanced identity management capabilities, giving you full control over who has access to your data, who approves that access, and how that access is being used.

PROACTIVE SERVICE MANAGEMENT

BMC ITSM Express provides out-of-the box integration between BMC Service Desk Express and other BMC ITSM Express products, with significant flexibility for these integrations to be tailored to your specific needs. Additionally, BMC Service Desk Express has capabilities to integrate with diverse third-party applications through out-of-the-box connectors (ODBC, SNMP, XML, LDAP/ADSI, Text/CSV). These integrations are built at the user interface (UI) level, thereby avoiding the need for detailed and complex database-level packages for integration.

By linking key service management processes to the service desk, BMC ITSM Express meets the most critical needs of midsized businesses. And because the solution is easy to implement and use, you can be up and running in days.

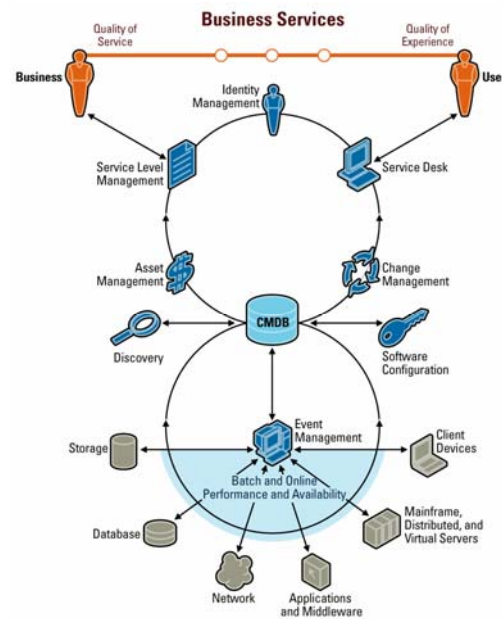


Figure 2. BMC ITSM Express

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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