

# Flexera Data Platform Solutions for BMC Remedy



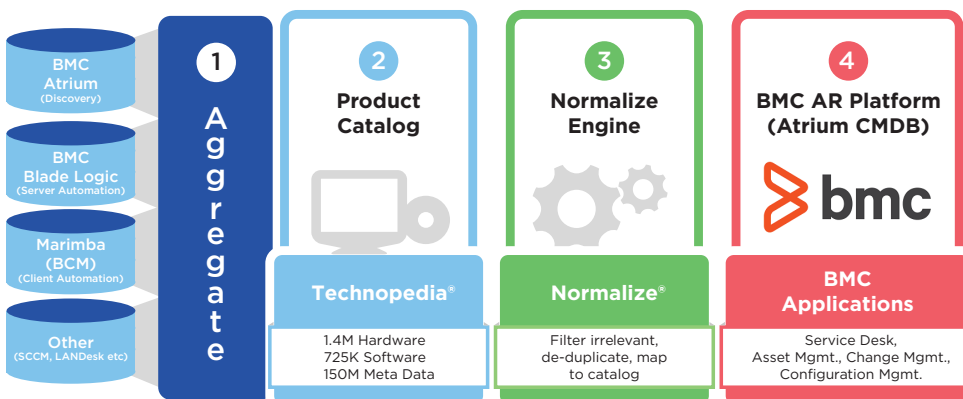
## Introduction

The Flexera Data Platform solutions for BMC Remedy deliver the industry’s most authoritative enterprise IT data into the BMC Atrium CMDB, allowing IT organizations using BMC Remedy ITSM to drive efficiencies across applications like Remedy Asset Management, Remedy Service Desk, and Remedy Change Management. The data required to build the Atrium CMDB is spread across multiple disparate systems, highly complex, non-standard, and constantly changing. The resulting data quality issues hinder IT’s ability to gain visibility into the IT environment, implement security and compliance initiatives, and manage costs effectively.

The Data Platform solutions consolidate data across multiple data sources including BMC ADDM, BMC BladeLogic, and BMC Client Management (BCM), as well as Microsoft SCCM and LANDesk, and other non-BMC data sources. The solution leverages Technopedia®, the most trusted and comprehensive hardware and software asset information source, to consolidate, de-duplicate, cleanse, and align the data to a consistent taxonomy before populating it into the CMDB, where it is updated on an ongoing basis.

Using the Data Platform, enterprises can know what is in their environments, understand their compliance positions, successfully implement cost initiatives, and be prepared for vendor audits — helping them to improve efficiency through automation and align IT with business goals.

### Improve BMC ITSM Efficiency with an Accurate and Reliable CMDB



## At a Glance

The Data Platform delivers clean, consistent data into the Atrium CMDB that drives BMC Remedy solutions, including Asset Management, Service Desk, and Change Management. In addition to supporting BMC data sources, the solution supports more than 40 non-BMC data sources, giving IT organizations the complete visibility they need across ITSM functions to support cost and compliance initiatives, prepare for vendor audits, align IT with business goals, and improve efficiency through automation.

## Key Benefits of the Platform

- ✓ Consolidate data across multiple data sources, including non-BMC systems
- ✓ Automate CMDB data cleansing and maintenance
- ✓ Gain visibility into and optimize asset usage
- ✓ Build a reliable and accurate CMDB
- ✓ Implement compliance requirements
- ✓ Prepare for software vendor audits
- ✓ Improve Service Desk service quality

## The Data Platform Value

The Data Platform Solution for BMC Remedy consolidates data from multiple systems with built-in data extractors that aggregate CI data across both BMC and non-BMC data sources, aligning the data to the Technopedia catalog before consolidating it into the BMC Atrium CMDB. The Data Platform frees BMC users to focus on applications while improving efficiency and reducing ongoing operational costs associated with unused and underused software and hardware assets.

In addition, these solutions help create a robust, reliable CMDB that can serve as a “single source of truth” for multiple use cases and improve service desk performance.

**Consolidate data across multiple systems:** IT organizations often use different discovery systems for servers, PCs, Apple devices, Unix/Linux devices, and more. In addition, the CMDB also needs data from procurement, endpoint management, monitoring, and other systems. The Data Platform’s built-in data extractors help aggregate CI data across both BMC data sources like BMC ADDM, BMC BladeLogic, and BMC Client Management and non-BMC data sources like SCCM, Altiris, and LANDesk. The Data Platform aligns the data to the Technopedia catalog before consolidating it into the BMC Atrium CMDB.

**Automate CMDB data cleansing and maintenance:** The Data Platform automates data aggregation, filtering, de-duplication, cleansing, normalization, enrichment and ongoing maintenance, reducing ongoing operational costs and improving efficiency across applications like Service Desk, Asset Management, and Change Management.

**Gain visibility into and optimize asset usage:** The Data Platform provides complete visibility into the IT environment with accurate and reliable asset data.

- Gain complete visibility into assets
- Optimize asset usage
- Achieve license compliance
- Be prepared for software vendor audits
- Automate population of asset tables
- Decrease maintenance costs by decommissioning unused software and hardware assets
- Stop renewals on unused assets and cut unnecessary support expenses

**Build a reliable and accurate CMDB:** The Data Platform solutions build a robust, reliable CMDB by consolidating IT data across the organization into the BMC CMDB and making the data consistent, accurate and valuable by normalizing and cleansing the data, then adding nondiscoverable market data such as software end-of-life dates, OS compatibility, hardware specifications, and software licensing information. Consolidate CMDB data across systems

- Achieve high CMDB accuracy rates
- Automate Configuration Item (CI) population
- Augment CI data with missing metadata
- Keep CI data current
- Enhance existing applications and enable new use cases

**Accelerate and increase BMC adoption by automating highly manual data cleansing and processing tasks**

- Make the BMC platform the single source of truth by consolidating data across applications into the BMC platform
- Reduce ongoing operational costs through automation

- Increase data accuracy rates
- Deliver more insights and better reporting through actionable data

**Improve Service Desk service quality:** The Data Platform improves resolution times with consistent CI data that enables service-based prioritization and accurate grouping and routing of tickets. The nondiscoverable market data helps diagnose issues faster, improve first call resolution rates, and increase service quality.

- Route incidents to right user/group
- Prioritize incidents based on service
- Diagnose and resolve incidents faster
- Evaluate impact/coverage accurately
- Detect problems from incidents faster
- Reduce incident rates

**Improve efficiency across applications**

- Remedy Service Desk: Achieve better resolution times, higher FCR, lower MTTR, higher satisfaction
- Remedy Asset Management: Acquire complete visibility into assets, assess and optimize usage, achieve and maintain compliance
- Remedy Configuration Management: Build an accurate and reliable CMDB as the single source of truth
- Remedy Change Management: Accurately assess change impact, ensure better tracking and clean execution
- IT Cost/Governance: Improve cost optimization and compliance through more accurate reporting

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## Flexera Product Suite

### Technopedia Catalog & Content

- World’s largest categorized repository of more than 2.1 million hardware and software products
- Best in class coverage and accuracy
- Tested and proven process to keep catalog current, with more than 2,500 updates per day
- More than 150 million data points of non-discoverable market data, including software end-of-life, CPU cores, licensing, and more

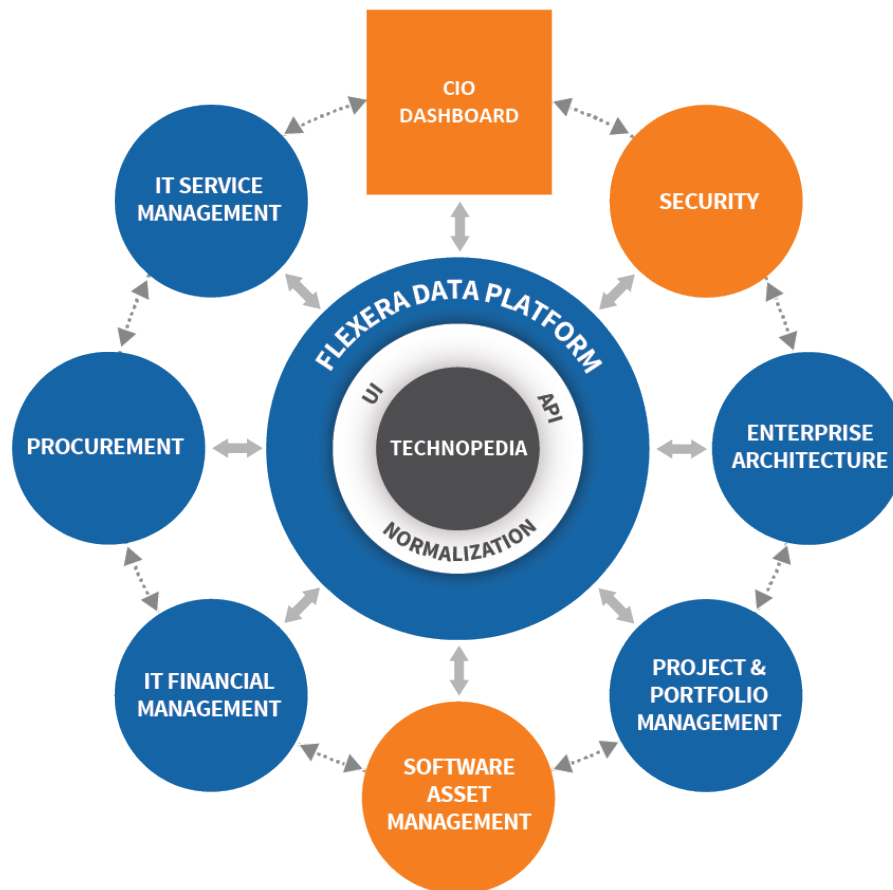
### Normalize

- Built-in data Extractors for BMC ADDM, BMC Bladelogic and BMC Client Management, and more than 40 other non-BMC data sources
- Filters irrelevant data, de-duplicates across data sources, and enriches with market data
- Delivers categorized, consistent, and accurate asset/CI models

**BMC Integration** delivers the data from the Data Platform to the BMC Atrium CMDB

**Implementation Services offered by Integration Partner IT Prophets**

# The Flexera Data Platform Delivers Comprehensive, Actionable Intelligence on all IT Assets to Improve the Management and Performance of your IT Infrastructure



## About Flexera

Flexera is reimagining the way software is bought, sold, managed and secured. We view the software industry as a supply chain, and make the business of buying and selling software and technology asset data more profitable, secure, and effective. Our Monetization and Security solutions help software sellers their business models, grow recurring revenues and minimize open source risk. Our Vulnerability and Software Asset Management (SAM) solutions strip waste and unpredictability out of procuring software, helping companies buy only the software and cloud services they need, manage what they have, and reduce compliance and security risk. Powering these solutions and the entire software supply chain, Flexera has built the world's largest and most comprehensive repository of market intelligence on technology assets. In business for 30+ years, our 1200+ employees are passionate about helping our 80,000+ customers generate millions in ROI every year. Visit us at [www.flexera.com](http://www.flexera.com).

## Find out more

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