

# BMC® Service Impact Manager

## Key benefits

- Enables IT management from a business service perspective
- Shows real-time impact of IT technologies on business service delivery
- Enables increased service levels through root cause service correlation of events
- Leverages advanced event management IT tool investments
- Promotes staff knowledge of the significance of IT technologies to a service and the importance of services to the business
- Helps your Service Desk with end-user communication
- Adapts to support the changing demands of complex businesses
- Offers a light, intelligent, secure, and fast architecture

## Business challenge

IT and business operations are now inseparable. Businesses today rely totally on IT—in fact, they expect IT to expand to include managing business services. IT is expected to demonstrate business value.

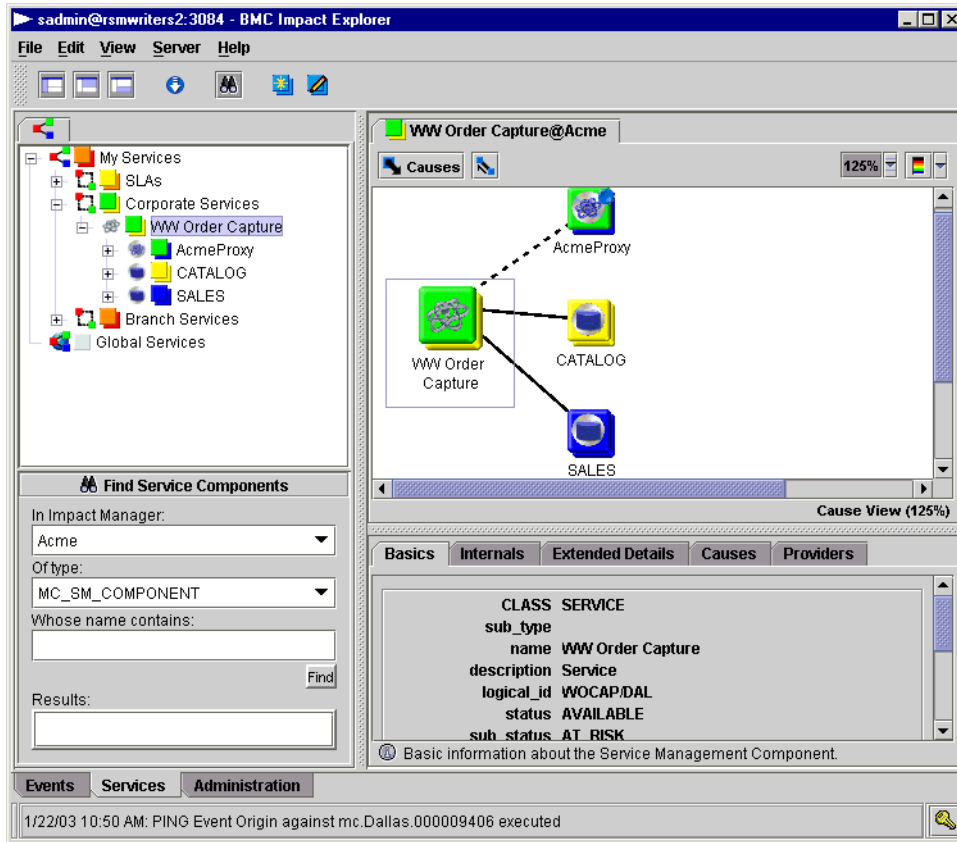
IT organizations and service providers, on the other hand, need to know about the IT details, in addition to understanding how specific IT outages and slowdowns are impacting service delivery.

To better align IT with business, current management solutions must be extended to achieve business service management. The ability to manage service impacts in real-time, focus IT resources on the most service-impacting incidents, and blur the lines between IT operations, the service desk, and the business can be achieved with real-time service impact management.

Collecting and identifying information that affects a specific service requires an enterprise management. Service impact management extends enterprise event management to align IT with the business.

## BMC Software solution

BMC Service Impact Manager from BMC Software delivers a rich service impact management solution for global enterprises and service providers who are seeking to attain business service management. By combining service impact management with IT service support, BMC Service Impact Manager proactively manages the real-time impact of the IT infrastructure on business services. BMC Service Impact Manager fully supports the management needs of IT operations and IT service managers.



*BMC Service Impact Manager Shows the Real-time Impact of IT Technologies on Business Service Delivery*

### Real-time impact management

Through correlation, root cause analysis, and service models, BMC Service Impact Manager enables service managers and IT operational staff to visualize and quickly understand the root cause and impact of IT component availability on business services, end-users, or any important business metric associated with a service that you need to see. BMC Service Impact Manager helps IT and business operations better understand the real-time status of the services and how they contribute to the success of the overall business.

### Light, intelligent, scalable, secure, and fast architecture

BMC Service Impact Manager has a fast lightweight architecture that can be deployed quickly within your organization. It does not require dedicated resources and does not come with a relational database prerequisite.

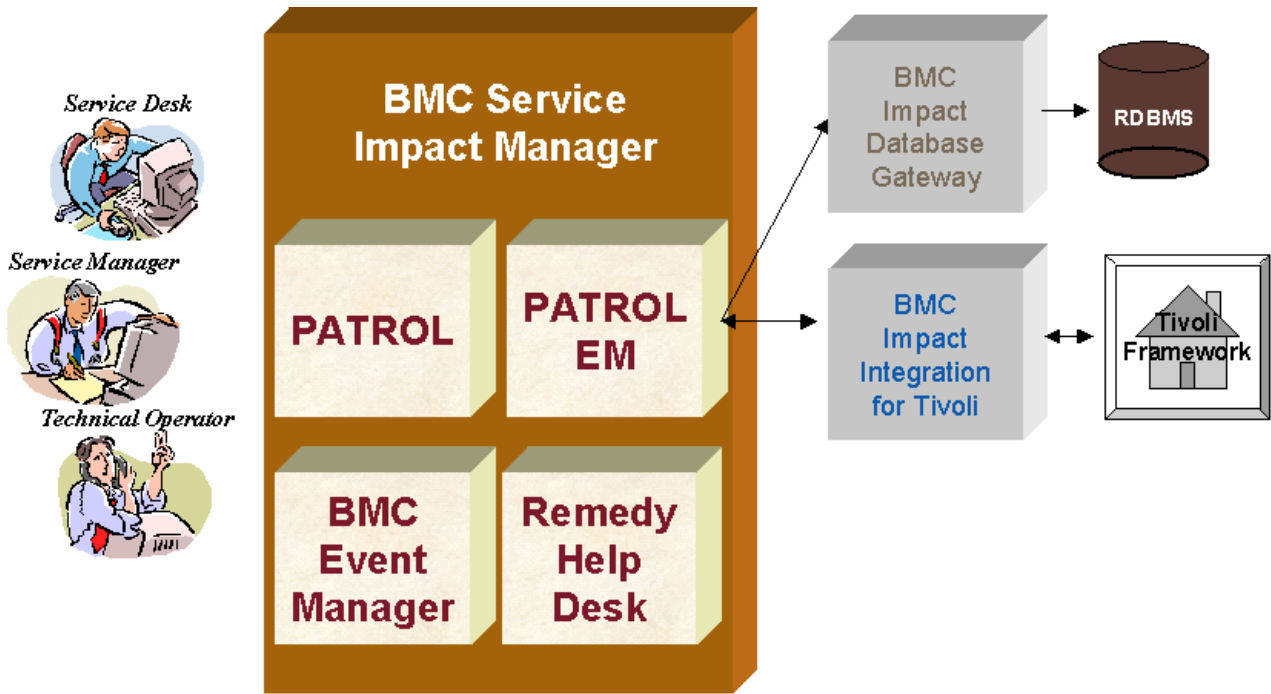
The cellular, peer-to-peer architecture supports unlimited scaling and management topology options and secure exchanges through distributed networks and firewalls using encrypted communications.

BMC Service Impact Manager uses built-in functions like heart beating, buffering, synchronization, and failover mechanisms to guarantee delivery of mission critical business service management information.

### Unparalleled service modeling

BMC Service Impact Manager enables you to create service models comprised of service components that symbolize the underlying IT assets and other criteria associated with your critical business services. Not only can physical IT assets, such as applications, servers, and databases be modeled, but logical assets, like user groups, business processes, and geographic locations can also be modeled.

This adaptive service modeling capability enables you to meet your unique business service management requirements, without being forced to conform to just a simple static structure of IT assets and topology. Plus, you can easily expand your service models over time as your business and customers present new challenges.



### BMC Service Impact Manager Integration Possibilities

#### Synergy

Organizations today are not looking for rip-and-replace solutions to deliver business service management.

BMC Service Impact Manager leverages key event, applications, and infrastructure management tools. It layers on top of your existing tool investments to deliver service impact management without disrupting what you already have in place.

BMC Service Impact Manager product options and out-of-the-box integrations for common IT infrastructure data sources allows BMC Service Impact Manager to leverage event sources from existing management solutions.

#### Out-of-the-box integration

BMC Service Impact Manager includes out-of-the-box integration with

- BMC Event Manager
- PATROL®
- PATROL Enterprise Manager
- Remedy® Help Desk

#### Integration products

The following integration product options can be deployed to extend the value of BMC Service Impact Manager:

- BMC Impact Database Gateway
- BMC Impact Integration for Tivoli

In addition, BMC Service Impact Manager provides API facilities to enable the development of additional integrations.

#### Product options

The following product options can be used to expand the value of BMC Service Impact Manager:

- BMC Impact Manager Explorer
- BMC Impact Manager
- BMC Impact Manager Service Components

#### Platform support

BMC Service Impact Manager offers broad platform support, including

- Solaris
- AIX
- HP-UX
- LSB 1.2 Compliant Linux
- Windows

## **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, to maximize product potential, to reduce project risk, to deliver IT value to your business, and to improve your operations. For more information about BMC Software Professional Services, visit <http://www.bmc.com/profserv>.

## **About BMC Software**

BMC Software, Inc. [NYSE: BMC], is the leading provider of enterprise management solutions. The company focuses on Assuring Business Availability® for its customers by helping them proactively improve service, reduce costs, and increase value to their business. BMC Software solutions span enterprise systems, applications, and databases. Founded in 1980, BMC Software has offices worldwide and is a member of the S&P 500, with fiscal year 2002 revenues of approximately \$1.3 billion. Visit <http://www.bmc.com> to learn more.

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