

EMC Corporation



EMC²

"Information Technology needs to be better aligned with business. Our Information Lifecycle Management process manages data based on its business requirements. BMC's Business Service Management strategy and powerful technologies such as PATROL, Service Impact Manager and Remedy are aligned along the same goals by managing IT service levels along business requirements. Our work with BMC Software will help IT do what it's supposed to: improve customer satisfaction and increase profit

Mark Lewis
Executive Vice President,
Open Software and
Chief Technology Officer

BMC Software and EMC Corporation are strategic partners with a common goal of reducing the cost of information technology and maximizing its impact to business.

EMC is working with BMC to integrate EMC's industry leading storage management solutions with BMC's Business Service Management (BSM) solutions. The combination of EMC's Automated Networked Storage solutions and BMC's Service Impact Manager, Remedy, and PATROL solutions will integrate best of breed storage management with the leading enterprise systems management solutions.

EMC is a BMC Software Global Alliance partner and BMC is an EMC ISV, Developer, and NAS partner. BMC Software was the first major independent software vendor to exploit the mirroring capabilities of the Symmetrix storage array. BMC Software's PATROL for Symmetrix provided comprehensive monitoring for EMC storage arrays in 1999.

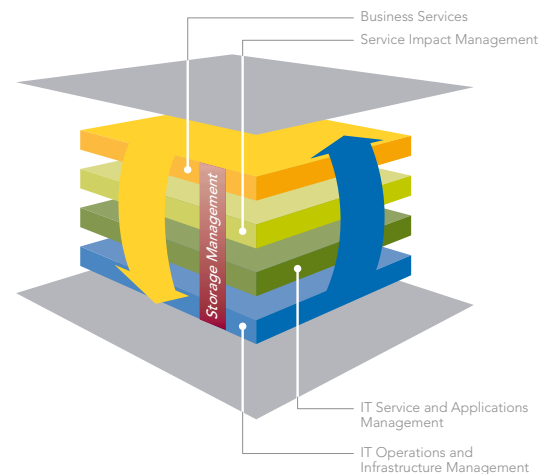
BUSINESS SERVICE MANAGEMENT

BMC Software's Business Service Management (BSM) solutions enable customers to change the way they do business – to go beyond simply managing IT infrastructure. BMC Software and our BSM Foundation Partners, such as EMC, help bridge the gap between IT investments and the business, so that IT can be managed from a business perspective. The result is improved business performance, along with reduced cost and IT resource complexity.

BMC's Business Service Management initiative strives to manage information technology in a way that maximizes its benefit to business processes and the bottom line.

EMC AND BSM

As a BSM Foundation Partner, EMC strengthens BSM by integrating storage-related events, assets, and automation with BMC's information technology management solutions. EMC



customers benefit by managing storage in a business context. The impact to business of storage-related events or alerts is realized immediately. Storage administrators overwhelmed by storage-related tasks can prioritize their work based on business needs. It will be possible for the first time to view how the capital investment associated with storage impacts business.

THE BMC SOFTWARE AND EMC SOLUTION

EMC's ControlCenter family forms the industry's leading solutions for storage management. ControlCenter performs discovery, monitoring, capacity planning, and automated provisioning from a single console. ControlCenter includes the capability of charting the relationship between storage devices and servers. The relationships define a storage-focused service model.

Integration between ControlCenter and the BMC enterprise management solutions will occur in three primary areas:

- > Deep two-way integration of ControlCenter with PATROL. ControlCenter will send alerts and events for storage-related assets to PATROL, enabling centralized event management. ControlCenter will "mine" PATROL's rich application-centric data to provide deeper and wider correlation of storage with applications.
- > ControlCenter will integrate with Remedy to provide workflow management for storage. Integration will provide automated trouble ticketing; asset management; and provisioning of storage based on trouble tickets.
- > Two-way integration of ControlCenter with the BMC Service Impact Manager (SIM). ControlCenter's rich discovery of storage infrastructure significantly enhances root cause analysis and provides a much more complete view of the IT associated with a business process. SIM will communicate business service impact to ControlCenter from an alert to help prioritize storage management tasks.

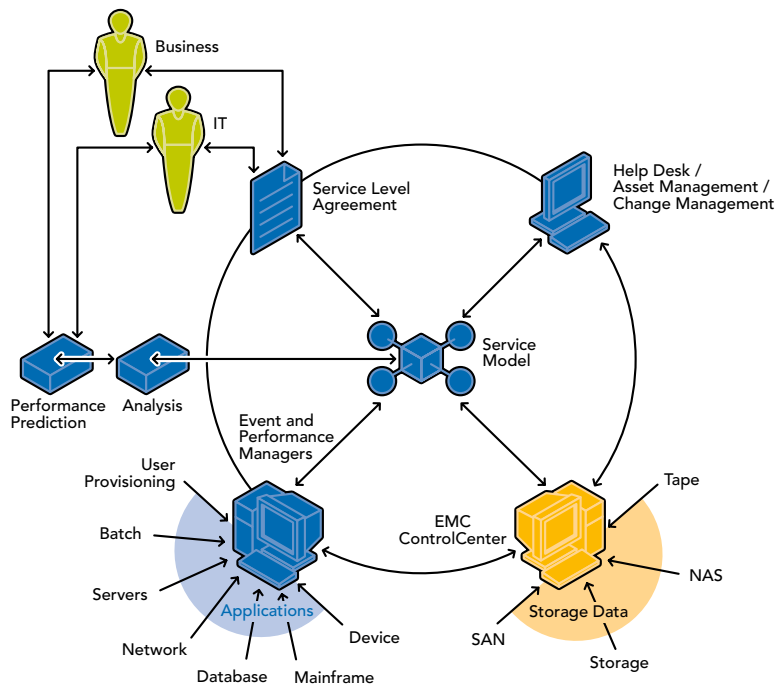
The association of storage assets with business processes provides the following benefits:

- > Rapid and accurate root cause analysis of business process outages
- > Management of storage service levels based on business related metrics instead of technical metrics that may have no impact on business service

- > More efficient storage administration through prioritization of work based on business priorities
- > Improved visibility of the contribution of storage to business

SUMMARY OF INTEGRATION BENEFITS

EMC's focus on Information Lifecycle Management emphasizes the importance of managing data to meet business requirements. BMC Software's BSM solutions provide the strategy and foundation to align information technology with business service. Integrating EMC's storage technology with BSM ensures a complete view of information technology's impact to business.



ABOUT BMC SOFTWARE

BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to manage IT 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 2003 revenues of more than \$1.3 billion. For more information about BMC Software, visit www.bmc.com.

ABOUT EMC CORPORATION

EMC Corporation (NYSE: EMC) is the world leader in information storage systems, software, networks and services, providing automated networked storage solutions for organizations across the globe. Information about EMC's products and services can be found at www.EMC.com.

