



# Aeroprise Mobility for BMC Remedy Service Desk

Extend BMC Remedy Service Desk to mobile devices with Aeroprise's pre-configured, easy-to-use mobility solution. When technicians can view, create, update and reassign trouble tickets on the road, IT support cost falls and customer satisfaction improves. With a 360-degree live view of IT, managers can make faster and better-informed business decisions.

## Key Benefits

- » Manages incidents and problems
- » anywhere, anytime
- » Reduces IT support costs
- » Limits business-critical asset downtime
- » Improves customer service
- » Deploys in three days with no changes to BMC Remedy Service Desk 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

The service desk is key to keeping your business running. Still, when critical issues occur, field technicians are cut off from the BMC Remedy Service Desk application and you lose track of who's doing what. Returning to the office to update records and respond to new issues hurt productivity, service level performance and your ability to manage a complex IT infrastructure. How do you manage incidents and problems away from the desk?

## The BMC Marketzone Direct Solution

Aeroprise Mobility for BMC Remedy Service Desk extends key features and functionality to BlackBerry and Windows Mobile smartphones. With only a three-day deployment, support staff can view, create, reassign and update trouble tickets on the road, while managers monitor the IT infrastructure, service level performance and systems availability anywhere, anytime.

For IT Infrastructure Library® (ITIL®) compliance, Aeroprise automatically inherits and updates any workflow changes made to the BMC Remedy Service Desk 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.

### Reduce IT support costs with higher productivity

Mobile technicians are often 30 percent more productive when they don't need to return to their desks to manage incidents and problems.

### Decrease critical asset downtime

Instant alerts minimize downtime of critical equipment by delivering real-time ticket information to the mobile device.

### Improve customer service

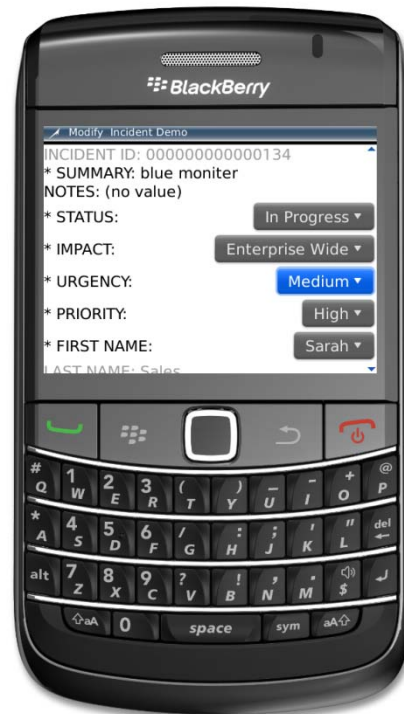
Mobile technicians respond to IT problems faster and document new issues more thoroughly.

### Lower hardware expenses

Significantly cut your capital expenses by equipping staff with mobile devices rather than expensive laptops and ineffective pagers.

### Gain a 360-degree view of your IT infrastructure

Mobilize incident management to control complex IT operations and support business priorities, such as growing revenue, reducing costs and enforcing compliance.





## 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](http://www.bmc.com) for more information.

## Features

- » **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
- » **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 Service Desk

### Mobile Operating Systems

- » BlackBerry 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](http://www.bmc.com/aeroprise) or call (800) 841-2031.



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