

# BMC Service Desk Express Integration Engine

Increase the ROI of Your BMC Service Desk Express Suite Implementation

## KEY BENEFITS OF BMC SERVICE DESK EXPRESS INTEGRATION ENGINE

- > Reduces volume of user requests by acting as a channel between the source systems and the service desk for proactive identification and resolution of potential problems
- > Gives complete control over issues related to other systems to the service desk
- > Ensures effective resolution of incidents by providing detailed information gathered from disparate systems
- > Reduces maintenance costs and increases ROI by providing extensive generic integration capabilities
- > Improves the efficiency and performance of the service desk
- > Reduces end-user downtime

**BMC Service Desk Express Integration Engine provides strong out-of-the-box integration capabilities that lead to the improved efficiency and performance of your service desk, as well as improved service delivery to end users.**

With an increase in the number of services supported by IT, there has been a corresponding steep rise in the volume of user requests into the service desk. This increase in incidents is further aggravated by the growing pressure on IT to continuously improve its efficiency levels. The solution is to have a proactive service desk that can communicate easily with diverse systems to preempt potential problems and provide complete visibility into critical information.

BMC Service Desk Express Integration Engine, which included with BMC Service Desk Express Suite, is the catalyst for a more proactive and efficient service desk and can have a direct impact on improving business deliverables. What's more, it offers out-of-the-box integration capabilities as the foundation of BMC ITSM Express, a comprehensive solution that meets the service and performance needs of mid-sized businesses.

BMC Service Desk Express Integration Engine integrates your BMC Service Desk Express Suite application with:

- > BMC Configuration Manager Express
- > BMC Performance Manager Express
- > Microsoft Project
- > Other third-party applications

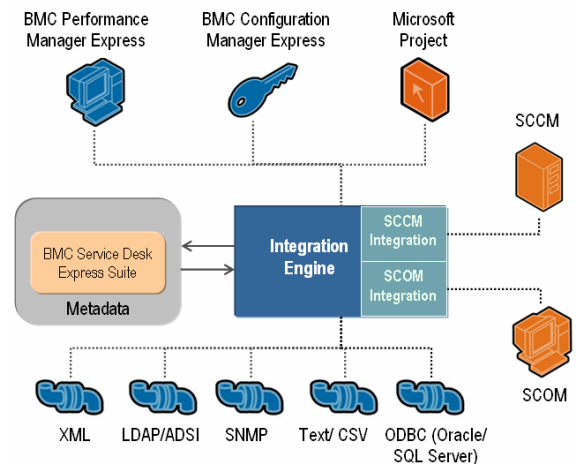
BMC Service Desk Express Integration Engine also offers out-of-the-box connectors (ODBC, SNMP, LDAP/ADSI, Text/CSV, and XML) to provide an extensive generic integration capability.

Since the utility's integrations are built with an easy-to-use user interface (UI), there is no need for complex database-level changes or custom-built integrations.

## INTEGRATION WITH BMC CONFIGURATION MANAGER EXPRESS

BMC Service Desk Express Integration Engine provides prebuilt ODBC-based integration with BMC Configuration Manager Express. Your administrators can now schedule the import of inventory data from BMC Configuration Manager Express into the BMC Service Desk Suite Express application with great ease.

- > Prebuilt packages include all the necessary data mappings, source, and target information
- > Administrators supply relevant connection details for the BMC Configuration Manager Express database
- > Based on a configurable schedule, packages import data into the service desk
- > Application-level integration launches BMC Configuration Manager Express directly from within BMC Service Desk Express Suite



BMC Service Desk Express Integration Engine connects the service desk to other key IT service management applications (Integrations to Microsoft SCCM and SCOM are optional modules)

Integration with BMC Configuration Manager Express provides your service desk with enhanced visibility into the components within your organization's infrastructure. This makes it easier to troubleshoot incidents and problems, and provides for more detailed and complete change management through a greater understanding of potential risk and impact. Based on data imported from BMC Configuration Manager Express regarding software licenses installed and information entered manually or via an automated process showing license entitlement, BMC Service Desk Express Suite users can run the software license compliance report to help to identify if they may be out of compliance.

#### INTEGRATION WITH BMC PERFORMANCE MANAGER EXPRESS

The BMC Service Desk Express Integration Engine provides prebuilt SNMP-based integration with BMC Performance Manager Express. This integration helps to automatically create and update incidents in the BMC Service Desk Express Suite application based on alerts emanating from BMC Performance Manager Express.

- > Prebuilt packages include all necessary data mappings, source, and target information
- > Administrators configure the BMC Service Desk Express Integration Engine to listen to SNMP alerts generated from BMC Performance Manager Express.
- > BMC Performance Manager Express sends alert details via SNMP to BMC Service Desk Express Suite; alert ID is stored with the incident for later update.

Integration with BMC Performance Manager Express ensures proactive service management, wherein possible service failures can be detected earlier and communicated to the service desk for remediation. For example, if "total CPU usage" of a critical server crosses a threshold level, then BMC Performance Manager Express would send an alert to the BMC Service Desk Express Suite application, where an incident would be automatically created to ensure full visibility and management of the issue. This early warning of a potential issue can help your organization avoid possible service disruption, and thus ensure that critical systems and applications remain able to support the business.

#### INTEGRATION WITH MICROSOFT PROJECT

BMC Service Desk Express Integration Engine provides integration with MS Project. This integration provides the ability for BMC Service Desk Express Suite users to receive and manage MS Project assignments via the service desk interface – without requiring MS Project license, implying cost savings. Your service desk staff can also save time as they need not go to the MS Project user interface to log in and manage their assignments. Moreover, your staff can also update the status of their assignments within BMC Service Desk Express Suite and the integration will automatically update MS Project with that information.

The above benefits also hold true for MS Project users as they do not require licenses of BMC Service Desk Express Suite or the need to learn the application.

#### INTEGRATION WITH THIRD-PARTY APPLICATIONS

The BMC Service Desk Express Integration Engine contains connectors that provide the capability to integrate with a wide range of external applications. The integration is built with an easy-to-use UI. Some applications with which the service desk could integrate include: any Oracle® or SQL Server database (ODBC-based); antivirus and security applications (SNMP); and directory stores, such as Netware, Microsoft, and others (LDAP). These integrations will help you maximize your investment in legacy applications.

#### OPTIONAL INTEGRATIONS FOR MICROSOFT SCCM AND MICROSOFT SCOM

Available as optional modules with BMC Service Desk Express Suite, BMC Service Desk Express Integrations for Microsoft System Center Configuration Manager (SCCM) and Microsoft System Center Operations Manager (SCOM) provide seamless integration between Microsoft SCCM/ SCOM and the service desk. These out-of-the-box integration capabilities lead to proactive problem management and superior change management – and gives service desk enhanced visibility into your organization's infrastructure.

#### ABOUT BMC ITSM EXPRESS

BMC ITSM Express helps growing organizations deliver greater business value from IT through better management of technology. This modular solution provides integration points for linking key service management processes to the service desk including asset management and discovery, change and configuration management, and performance and availability management. Learn more about BMC ITSM Express by visiting [www.bmc.com/itsme](http://www.bmc.com/itsme)

#### 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. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. 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 2008 revenues of \$1.73 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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