



BMC FootPrints

BMC FootPrints is a flexible, comprehensive, integrated IT service and asset management solution that is easy to install, use, and extend to create business value.

Key Benefits

- » Centrally manage IT services and assets, and fulfill user requests
- » Streamline work and more effectively leverage resources
- » Make informed, financially sound decisions
- » Reduce vulnerabilities and financial risk
- » Enable IT and cross-departmental communication

Business challenge

IT organizations are under unprecedented pressure to deliver business and IT services quickly, securely, and cost-effectively — with limited resources. Simply stated, to meet business demands, IT organizations must improve productivity and efficiency, align with business, and meet user expectations, while also controlling costs and maintaining service availability, security, and compliance.

However, many IT organizations struggle with a manual, decentralized, ad-hoc approach to securely managing IT processes, business services, and IT assets. Without control, there is no structure to create and adhere to processes, resulting in resource-intensive, redundant, and inconsistent execution that not only fails to meet user expectations, but may also introduce security vulnerabilities and most certainly makes poor use of IT resources.

The BMC solution

Supporting the convergence of IT service and asset management, BMC FootPrints gives your IT organization the visibility and control necessary to continuously improve service delivery and manage IT assets while driving efficiencies, controlling costs, maintaining compliance, and reducing IT vulnerability and financial risk. The modular approach allows organizations — regardless of size or IT complexity — to deploy capabilities as they are needed. More specifically, BMC FootPrints can help your IT organization:

- » **Gain control** of the wide variety of work that happens in a resource-constrained IT organization
- » **Simplify and automate** routine tasks that commonly consume human and financial resources
- » **Reduce calls to the service desk** by enabling users to self-resolve common issues and defer non-urgent issues
- » **Document, record, and centralize** work for future reference and to demonstrate compliance
- » **Prevent future issues** by controlling and managing change and configuration
- » **Save time and money** by understanding financial and business implications of decisions
- » **Gain visibility** into the landscape of the IT asset environment

BMC Footprints gives you the power you need to seamlessly automate processes and effectively manage your IT services, while also driving and communicating business value. Furthermore, the comprehensive, automated IT asset management capabilities of BMC FootPrints enable your IT organization to discover, configure, manage, and secure all of your IT end points.

With an emphatic focus on user experience, BMC FootPrints improves customer satisfaction and IT productivity, revealing the true value of IT service and support to the business.

Capabilities

- » **Incident and problem management** — Easily initiate, route, track, and manage incidents to drive process adherence — with no programming required
- » **Change management** — Securely manage and control change to reduce unplanned outages and maintain security
- » **Configuration management database (CMDB)** — Maintain a clear picture of assets and configurations to reduce unauthorized configuration changes that may result in security vulnerabilities
- » **Service catalog** — Enable self-service to reduce unnecessary calls to the service desk and improve user satisfaction
- » **Executive dashboards and business analytics** — Monitor key metrics and SLA adherence at a glance to reduce service outages and improve cross-functional communication
- » **Social media integration** — Communicate with customers via the social environments they prefer, including Facebook and Twitter, to better manage user expectations and speed incident resolution
- » **Knowledge management** — Create a searchable knowledgebase of common issues and resolutions to expedite incident resolution
- » **Discovery and inventory** — Automate inventory tracking to help guide investment decisions, reduce manual processes, and maintain compliance
- » **OS and application deployment** — Centralize and automate system deployment or migration — with no configuration — for minimal disruption
- » **Software license management** — Reduce costly audit failures by understanding software license usage and the associated financial liabilities
- » **Patch management** — Centrally assess, manage, deploy, and report on patches to ensure that systems are secure and that the integrity of your business is never compromised
- » **Event management** — Extend monitoring and custom alerting capabilities to proactively track, manage, and automate remediation when key infrastructure events occur
- » **Financial asset management** — Make informed decisions to optimize spending and eliminate compliance penalties
- » **Policy compliance** — Reduce the hassle associated with monitoring IT assets and defining policies, and provide auditors with records of compliance levels from a centralized console
- » **Remote management** — Securely manage routine desktop management tasks with administrators being able to detect, diagnose, and resolve PC issues without leaving their desk
- » **Power management** — Lower energy bills and reduce the environmental footprint associated with PC energy consumption and easily establish return on investment (ROI) and total cost of ownership (TCO) with granular power management settings
- » **Device management** — Centrally define and enforce your device usage policies, control upload and download activity, log peripheral device events for proactive response, and audit any unwanted activity
- » **Migration** — Simplify the migration of user data and personalities, including desktop layout, metadata, drive mappings, customized settings, and file/folder structure

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. That's why more than 50,000 IT organizations - from the Global 100 to small and mid-market businesses in over 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended June 30, 2012, BMC revenue was approximately \$2.2 billion.

For More Information

To learn more on BMC FootPrints, please visit <http://www.kkc.net.au/products/footprints/bmc-footprints.html>.

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