

## BMC AppSight for BMC Remedy Action Request System

### KEY BENEFITS

- > Accelerate application delivery cycles and improve application quality
- > Pinpoint the root cause of performance, configuration, functional, and end-user problems
- > Eliminate the need to categorize and recreate problems in order to solve them
- > Reduce costs and enhance user satisfaction
- > Eliminate diagnostic patches
- > Streamline communications among development, testing, and support teams
- > Support the entire BMC Remedy AR applications landscape – Client Tier, Browser, Mid Tier, Server, integrations and Custom Windows/.NET and J2EE applications interfacing AR System

BMC AppSight for Remedy Action Request (AR) System increases the output of Development, QA and Support organizations by up to 40 percent by automating problem resolution processes during the development and support phases of the application lifecycle. The system captures, communicates, and pinpoints the root cause of application problems including AR System applications and custom applications interfacing the AR System. BMC AppSight accelerates problem resolution across the application lifecycle and establishes higher availability, better quality and increased customer satisfaction.

### BMC REMEDY ACTION REQUEST SYSTEM

BMC Remedy Action Request (AR) System is the foundation for a wide range of departmental and enterprise-wide solutions, from help desk call tracking to inventory management to integrated systems management. AR System is a professional development environment built to leverage the best practices Information Technology Infrastructure Library (ITIL) standards. Using AR System, nonprogrammers as well as professional developers can build powerful business workflow applications and deploy them on Windows, the web, and wireless environments simultaneously. AR System provides a user focused and request-centric development and delivery platform that makes it easy to design develop and deploy business-critical applications.

### INCREASE DEVELOPER AND TESTER PRODUCTIVITY

BMC AppSight for AR System accelerates the problem resolution process by automatically recording full problem information, communicating it to BMC Remedy AR Developers, and providing analysis views for determining root cause. Testers are able to focus their time on executing tests by automating information collection and problem documentation. Developers are able to focus on determining the root cause and implementing a solution while eliminating the need to reproduce problems and environments. This translates to a savings of up to 40 percent of developers' and testers' total time.

### ACCELERATE SOFTWARE TESTING AND DELIVERY

Using BMC AppSight for AR System, you can dramatically shorten release cycles and significantly improve the quality of new functionality in your AR System applications. New functionality and upgrades can be more thoroughly tested during all functional, integration, performance, user acceptance and beta tests. This best-practice solution has been proven to improve tester and developer productivity driving higher quality and faster release cycles.

### REDUCE SUPPORT CYCLES

BMC AppSight for AR System enables your development teams to reclaim resources typically diverted from developing new releases and upgrades:

- > Reduce the number of escalations from Support
- > Eliminate back-and-forth communications among development, support technicians and users to document and diagnose problems
- > Accelerate root cause analysis by eliminating the need to recreate the environment in which the problem occurred or reproduce the exact steps that led up to it

## SUPPORTED WINDOWS PLATFORMS

- > Windows 2000
- > Windows XP
- > Windows Server 2003
- > Windows Vista
- > Windows 2008

## SUPPORTED J2EE PLATFORMS

- > BEA WebLogic server, BEA WebLogic Express, Portal and Integration 6.1, 7.0x, 8.1x, 10.x
- > IBM WebSphere server, IBM WebSphere Express, Portal and Business Integration 5.0x, 5.1.x, 6.0, 6.1
- > JBoss 4.0x

## BENEFITS

- > Increase the availability, performance and quality of your AR System applications as well as custom Windows, .NET and J2EE enterprise applications interfacing with the AR system
- > Increase the functionality and quality of your AR System applications, while still meeting schedule commitments
- > Accelerate software delivery by automating problem documentation, eliminating the need to recreate problems, and speeding root cause determination
- > Eliminate multiple round-trips among developers, testers, and operations staff by streamlining and automating information exchange
- > Reduce defects by conducting more rigorous testing and fixing previously “irreproducible” defects
- > Minimize disruptions to ongoing development efforts by cutting the time required to diagnose and fix issues escalated from the production environment or service desk

## PROBLEMS RESOLVED

- > Application and transaction performance problems
- > Business logic errors
- > Synchronization problems and thread deadlocks
- > Execution of Active links, Filters and Escalations
- > Errors while interacting with the AR Server
- > Custom application crashes, hangs and exceptions
- > Database access failures
- > Component incompatibility
- > Application integration and AR API errors
- > System and application configuration errors
- > Resource access permissions problems
- > Installation failures
- > Application migration and upgrade problems
- > User errors
- > Web Service performance issues and failures
- > Third-party services invocation errors and performance issues

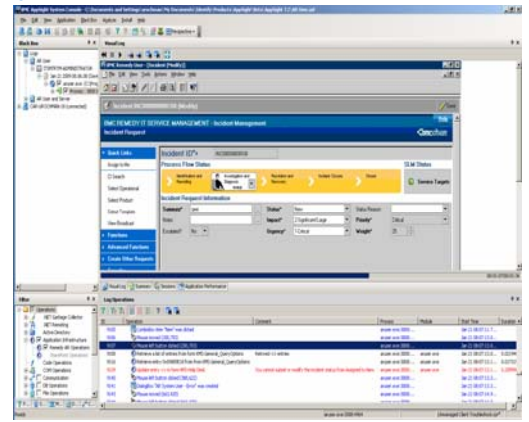
## CAPTURE FULL PROBLEM DATA IN A TEST LAB, PRODUCTION ENVIRONMENT, OR REMOTE END-USER SITE

With BMC AppSight for AR System, you can address all dimensions of the application problem resolution process. It handles all problem types, in all application tiers, in any phase of the application lifecycle, on servers and clients, locally or at remote sites. The solution is used for the entire BMC Remedy AR System applications landscape – AR User Console, Browser, AR System Mid Tier, applications integrated with the AR System and custom Windows/.NET and J2EE applications.

The system uses patented Black Box software technology to capture a complete record of application execution, including the user experience, performance, configuration, interfaces to the AR System and code-execution information — across a multi-tiered environment — in one synchronized timeline. The BMC AppSight Black Box operates with a low (and easily tuned) performance impact and requires no modifications to the application or system. When a problem occurs, the BMC AppSight Black Box encapsulates the synchronized problem history in a small documentary log that can be communicated to the entire problem resolution team, much like a black box flight recorder in an aircraft. With the Black Box log, those involved in problem triage and resolution can replay, rather than recreate, any reported problems, eliminating up to 70 percent of the cycle time typically consumed by root cause analysis.

## DRILL DOWN TO ROOT CAUSE USING ROLE-BASED VIEWS

BMC AppSight for Remedy AR System provides role-based views that facilitate efficient collaboration among all teams involved in problem resolution. Your testers use an extremely simple control panel to activate a BMC AppSight Black Box during any type of testing and attach a Black Box log to every reported defect; your support technicians capture problems on end-user desktops; and your developers use powerful analysis views to drill down to the root cause of problems.



A synchronized view of user-level and system-level activity eliminates the need to reproduce end user problems in a lab.

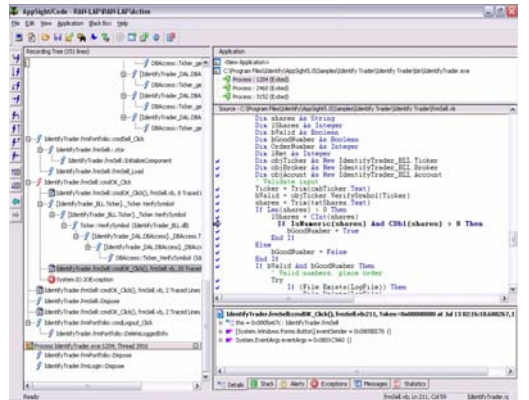
By using the system's analysis views, your application developers can replay recordings captured within the network or at remote locations. The views include three synchronized levels of analysis, which reflect the common root cause analysis process:

- > **User Events** presents a DVD-like replay of end-user actions and screen events.
- > **System Activity** provides information on application configuration, application performance, application dependencies, and a replay of all application events and operations, such as Web page execution, component invocations, database calls, AR Server calls and file access.
- > **Code Execution** replays application execution at the code level, displaying a tree of function calls, arguments, exceptions, and stacks.

## SUPPORT YOUR DEMANDING ENVIRONMENT

Running in the most demanding production or testing environments, BMC AppSight Black Boxes record full problem data based on a defined recording profile that you can configure on the fly.

By attaching the BMC AppSight Black Box to running BMC Remedy AR System and custom applications, you capture required information without disrupting the ongoing operation of business-critical applications. What's more, you can store recordings in a cyclical buffer in order to minimize impact, and save them only upon the occurrence of unexpected events.

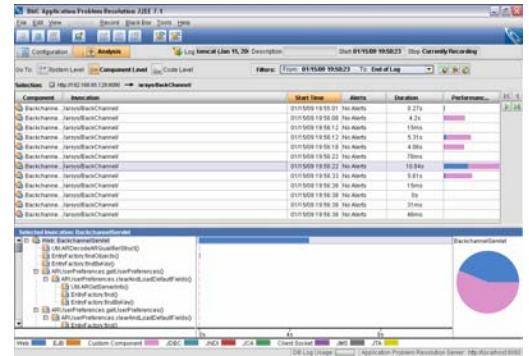


Your developers can replay custom Windows, .NET and J2EE application execution at the code-level for deep root cause analysis.

## TRUST AN AWARD-WINNING SOLUTION

BMC AppSight for Remedy AR System has been recognized by the community with numerous awards, including *Best of TechEd*, *Windows IT Pro Readers' Choice*, *MSD2D People's Choice*, and *.NET Developer's Journal Readers' Choice*.

To learn more about how BMC AppSight for AR System can help increase the output of *your* organization, visit [www.bmc.com](http://www.bmc.com).



BMC AppSight provides transaction analysis and breakdown of requests, performance and execution on the Remedy AR mid tier including drill down to code execution.

## BUSINESS RUNS ON IT. IT 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 offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

In May 2006, BMC acquired Identify Software, creators of the AppSight Application Problem Resolution System. For more information about BMC Application Problem Resolution System, visit [www.identify.com](http://www.identify.com) or call (800) 364-5467 or (919) 388-3333.



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call (800) 841-2031.

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