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Edition 4

LET OST GUIDE YOU THROUGH YOUR BPPM 8.5 UPGRADE

- Exceed service level commitments by focusing on what's really important to the business
- Reduce service outages by solving issues before service levels are affected
- Realize up to a 90% reduction in the false events with patented predictive analytics
- Improve first-time resolution and slash the time it takes to repair problems by more than 75%
- Accelerate application problem resolution by eliminating the need to reproduce the problem
- Remove the barriers to cloud computing by uniformly managing physical, virtual, and cloud environments
- Drive business value by automating workflows and actions across multiple vendors, platforms, and sources

Key Benefits of Upgrading to BPPM 8.5

Once BPPM sizing, implementation and configuration are completed, the BPPM analytical engine is engaged to provide real-time continuous analysis of the managed infrastructure. Businesses currently using BPPM have benefited from this technology in managing and responding to issues that has a direct impact to their business operation:

- Improved Service Quality
- Improved Availability
- Enable Virtualization and cloud computing
- Improved Operational Efficiency
- Reduced IT Costs

BPPM provides a consolidated view that is dynamically updated to reflect infrastructure changes and events impacting business function. Data collection streams fed into the analytic engine can be modeled to depict infrastructure relationships and business impact priority. Providing this enriched capability enables the IT support staff to proactively manage and respond to issues. In addition, BPPM improves the ability of IT support to make accurate decisions.

DON'T JUST TAKE OUR WORD...

"Their professional attentiveness and well-rounded knowledge base remains exemplary!"

Jim Slubowski
Health Insurance CIO



Steelcase



Above, just a few of the companies that have chosen OST as their BMC services provider.

TIPS & TECHNIQUES

Did you know that BMC restructured the pconfig variables for service monitoring configurations?

The following existing pconfig variables are now consolidated to form one pconfig variable, Svc Config Vars: Override Global Service Monitoring, Ignore Auto Reset Config, Alarm, Warning Alarm, Auto Restart, Monitor, Monitor Process, Monitor Not Respond, Override Global Restart.

The path for the new SvcConfigVars variable is:

```
/PSX_P4WinSrvs/PWK_PKMforMSWinOS_config/ServiceMonitoring/ServiceList/  
ServiceName/SvcConfigVars = {REPLACE = "0,0,0,0,1,0,0,0"}
```

The comma-separated values in the braces correspond to the variables mentioned in the list. For example, the first value corresponds to Override Global Service Monitoring, the second value corresponds to Ignore Auto Reset Config.

ABOUT OST

OST (Open Systems Technologies) is an employee-owned, \$55 million company. OST has been focused on providing BMC services to Fortune companies for nearly 10 years. Since 2003, the company has logged close to 40% compounded growth in revenue and in its number of employees. In 2007, 2008, 2009, 2010 and 2011, OST was recognized in *INC. magazine's 5,000's Fastest Growing Private Companies*. OST was also listed on *CRN's FastGrowth100* in 2007, 2008 and 2009, and on the *Michigan 50 Companies to Watch* in 2009.

TO LEARN MORE, VISIT OSTUSA.COM

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