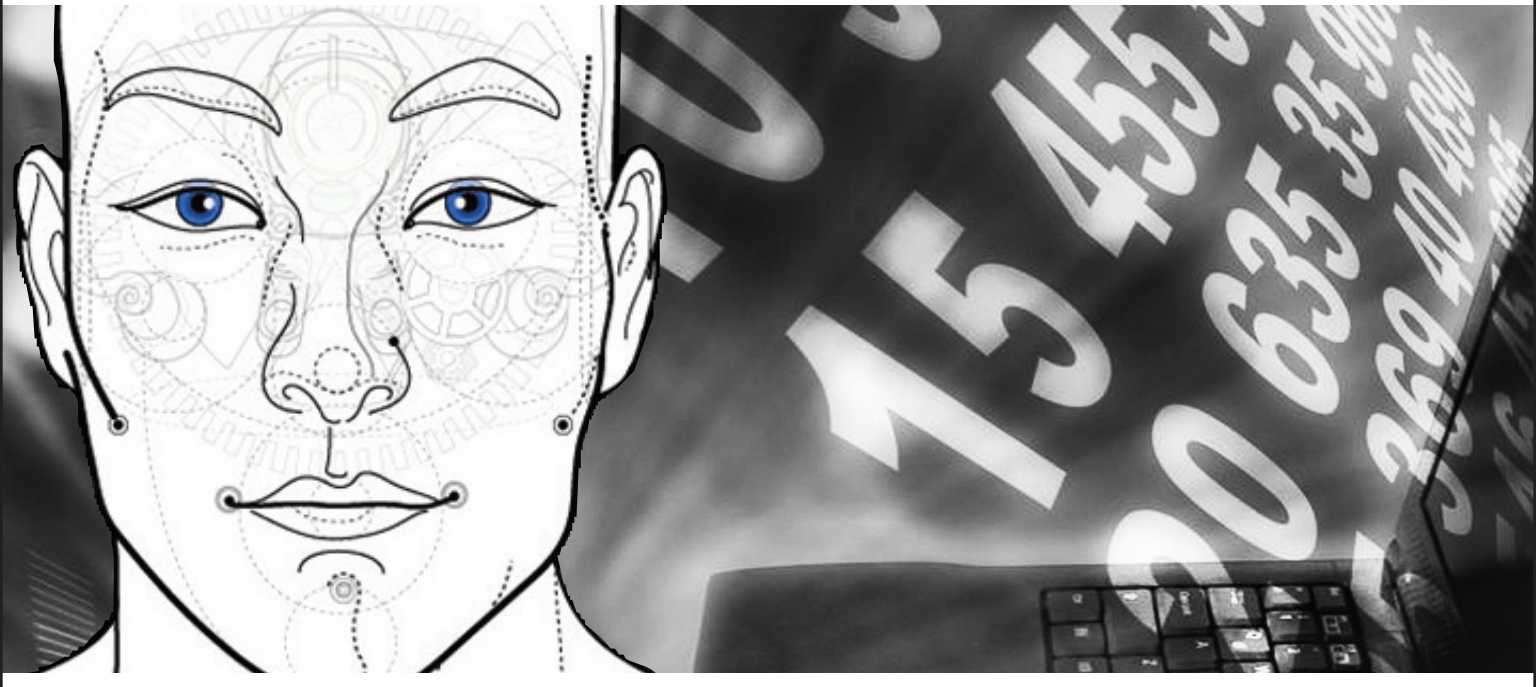


# BMC Patrol

We Love This Stuff!



July 2011

Edition 3

## ARE YOU MOVING TO BMC PROACTIVENET 8.5?

Let OST make that transition as smooth as we did for LSI, Heartland Payment Systems and many others!

By unifying the management of physical, virtual, and cloud environments in a single Proactive Operations platform, this unique solution:

- Automates the prioritization of events based on predictive service impact analysis
- Delivers early warning of impending problems, while eliminating reliance on reactive thresholds
- Automatically pinpoints predictive root cause across infrastructure, applications, and services; factoring in configuration changes and detailed diagnostics
- Continuously captures deep-dive application diagnostics for inclusion in predictive root cause analysis
- Automatically maps, monitors, and tracks relationships and behavior across physical, virtual, and cloud environments
- Automates cross-IT workflows and processes across BMC and third-party solutions

### With BMC ProactiveNet Performance Management, you'll:

- 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

**OST has the experience and expertise you can trust to make this transition seamless and cost effective!**

**DON'T JUST TAKE OUR WORD...**

"OST demonstrated the skill and expertise to execute our implementation and recently upgraded our environment to BMC ProactiveNet 8.5. OST has been a great resource for our BMC product suite."

Marc Machin  
VP Of Information Technology  
LSI



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

### TIPS & TECHNIQUES

Did you know that you can apply this PCM variable to globally set to 0 (default)?

**"/PSX\_P4WinSrvs/PWK\_PKMforMSWinOS\_config/ServiceMonitoring/DisableServiceMonitoring"**

This will enable all services to be monitored or if set to 1 will disable service monitoring. By doing so, you can selectively monitor only the business critical services on each Windows server in the environment based on what is installed on the server. This will minimize false alerts and only alert you on important Windows services.

### 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 and 2010, OST was recognized in *INC. magazine's 5,000's Fastest Growing Private Companies*. OST was also listed on *CRN's Fast-Growth100* in 2007, 2008 and 2009, and on the *Michigan 50 Companies to Watch* in 2009.

**TO LEARN MORE, VISIT [OSTUSA.COM](http://OSTUSA.COM)**

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