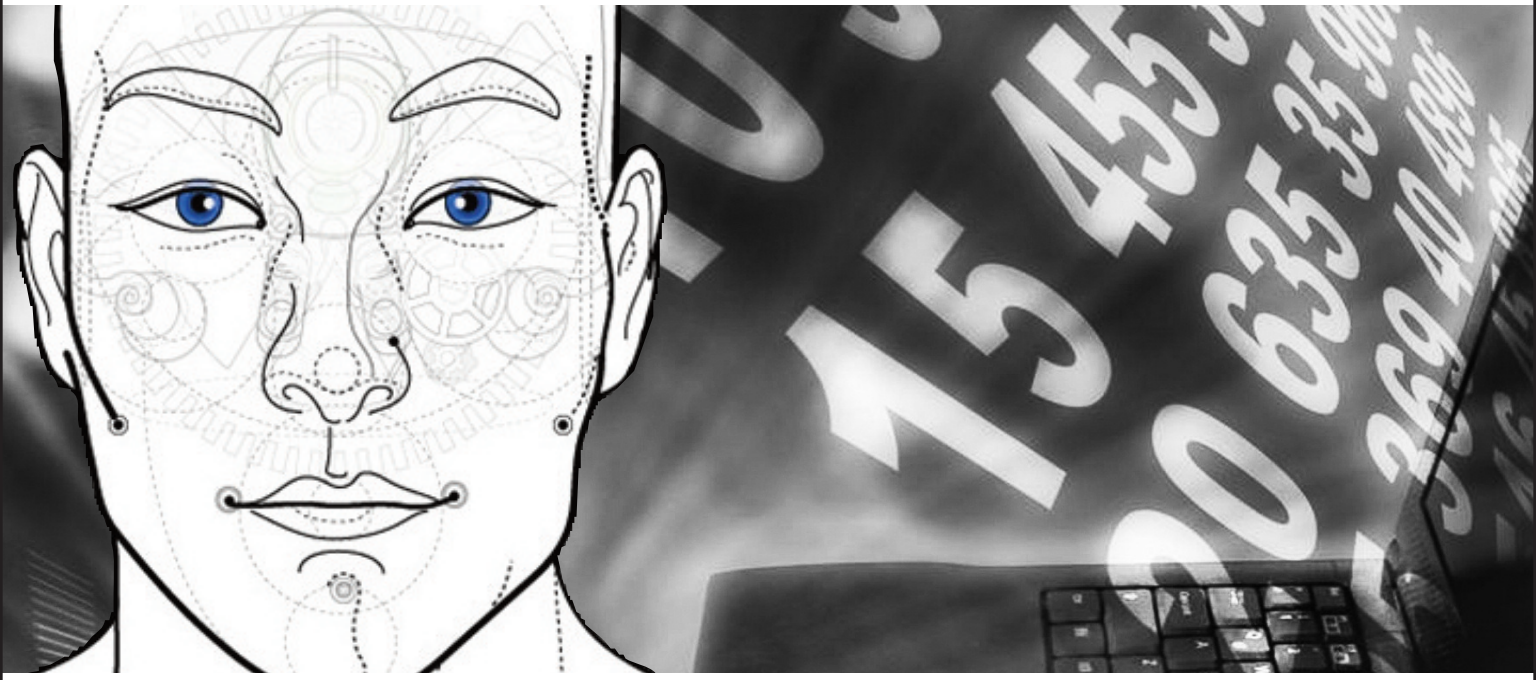


# BMC Patrol

We Love This Stuff!



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Edition 1

## BMC PATROL WHY IS IT BROKEN?

**TYPICAL PATROL IMPLEMENTATION:  
40% - 70% OF OPTIMAL**

- Lack of ownership
- Virtual machines are not monitored properly
- New servers are not being monitored
- Versions are not kept up-to-date
- Patches are not applied on a regular basis
- New features are not being used
- Servers are not configured properly
- Little emphasis on continuing education

### OBSTACLES TO MAINTAINING PATROL

- Systems monitoring is typically someone's second job
- Keeping up on versions, patches, and new features is next to impossible without it being a full time job
- There are higher priorities
- Education is expensive and time consuming

The problem is not going away on its own...

## OST PATROL REVITALIZATION SERVICE

- **ALL** versions updated
- **ALL** patches applied
- **ALL** new features evaluated
- **ALL** servers configured properly
- **ALL** virtual machines configured properly
- Recommendations for maintaining updated environment

## TIPS & TECHNIQUES

Did you know that you can view the Patrol agent log and use many other helpful commands during daily management right from the Patrol Central console? Just RMB on the Agent Health application class located under the Windows Operating system or UNIX OS, choose Knowledge Module Commands > "View Agent Log" go to System Output Windows to see the log. In the same menu you can see many other features like Tuning The Agent and more!

## 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 FastGrowth100* in 2007, 2008 and 2009, and on the *Michigan 50 Companies to Watch* in 2009.

To learn more, visit [www.ostusa.com](http://www.ostusa.com).

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

"We were very pleased with the knowledge level of OST and how quickly they were able to adapt to different environments, I feel they have the best consultants that we have had the pleasure to work with and look forward to bringing OST back in the future."

Scott Fletcher  
CVS/Caremark, Inc.



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