

BMC NEWSLETTER #02

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Contest: Win \$50 VISA Gift Card if your question is selected for our next issue.

Just for Fun: Video poking fun at PowerPoint presentations. It's hilarious.

Resources: BMC Events, Articles & White Papers.

Main Story

2007 BMC PATROL/Performance Manager (BPM) Survey conducted by OST

How do customers rate their utilization of PATROL?

Are BMC PATROL customers looking to change or

upgrade?

Before we discuss the results of our recent survey, it is important to note that over ninety percent of the BMC customers surveyed were still utilizing an older release of PATROL. The newer versions of PATROL were first released in May of 2005. With this new release and new architecture, BMC decided to change the name of the product family from PATROL to BMC Performance Manager (BPM).

Customers that have upgraded to the newer BPM release have reported significantly higher levels of satisfaction. Their number one benefit cited was the reduced administration and on-going maintenance costs. The number one issue reported with the newer release was the performance of the Portal. This performance issue has been resolved by BMC in its newest 2.5 release.

PATROL customer Jeremy Faircloth, Applications Administration Manager, EchoStar Communications Corporation had this to say about upgrading to Performance Manager:

"The BMC Performance Manager Portal allows us to see critical infrastructure management information in a single pane of glass. This makes it easy for administrators to monitor multiple BMC Software solutions quickly and efficiently in one easy-to-read dashboard.

The ability to personalize our dashboard with the information that is most critical to our business allows us to focus on those areas that are important to our customers instead of a myriad of alerts on non-critical issues."

Our implementation consultants evaluated the new Performance Manager release and were excited by its ease of use and how easy it was to upgrade from PATROL. They were amazed by how much easier it was for systems administrators.

With this new release in mind, our company decided to survey a representative sample of BMC PATROL/BPM customers. This survey was conducted over several months from September of 2006 through March of 2007. We wanted to better understand the customer's current satisfaction with PATROL/BPM and whether or not PATROL customers were aware of the benefits of the new release called Performance Manager (BPM).

We wanted to know:

1. Their current IT infrastructure and application landscape
2. What versions of PATROL/BPM they were using
3. Which elements of their IT infrastructure and enterprise applications they were monitoring
4. How they would rate their use of PATROL/BPM
5. Their future plans with PATROL/BPM

What we found from these customer surveys was both surprising and encouraging. What surprised us was that only 3 of the 48 customers we surveyed had upgraded to BPM. Another surprise was that 8 of the 45 PATROL customers were not aware of the new release and name change to Performance Manager (BPM).

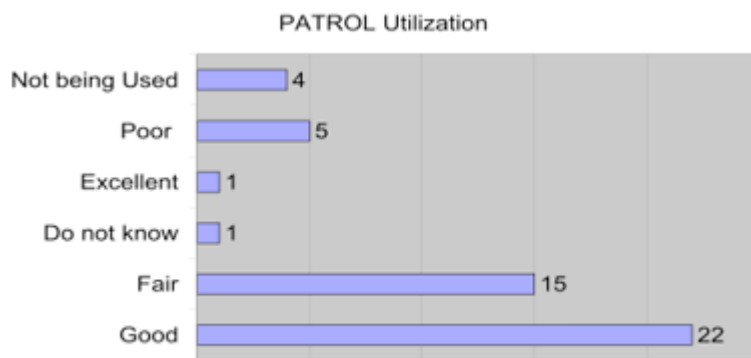
We were also a bit surprised by how customers rated their utilization of PATROL:

- 4 of the 45 PATROL customers were not using the software.
- 5 of the 45 rated their utilization of PATROL as poor.
- Only one customer rated their utilization as excellent.

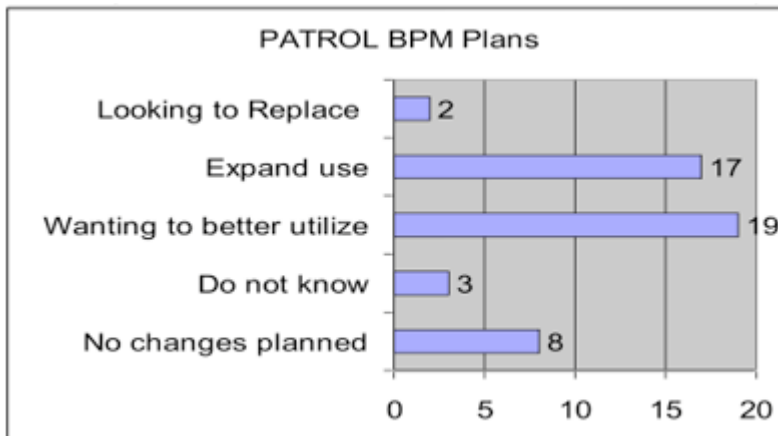
What was encouraging to us was that:

- 36 customers were planning on looking for ways to improve their utilization of PATROL or expand its use.
- 36 customers wanted more information on the new Performance Manager.
- 35 customers were interested in subscribing to our quarterly newsletter.

How well is BMC PATROL/BMC Performance Manager utilized in your company?



What are your plans with BMC PATROL/BMC Performance Manager?



If you would like to review the complete results of the 2006-07 PATROL/Performance Manager Customer Survey, email [Joe Ryan](#) at or call him at 630-269-3091.

We are looking forward to analyzing the results of our upcoming 2008 PATROL/Performance Manager Customer Survey to compare and contrast the results against this year's survey. We are planning to start the 2008 survey in the first quarter of 2008.

If you are interested in viewing or participating in our 2008 PATROL/Performance Manager Customer Survey, email [Scott Dare](mailto:Scott.Dare) or call him at 269-267-0290.

What's New

Accelerate with Performance Manager Release 2.5.00

BMC Performance Manager newest release is faster and simpler with improvements in performance, usability, and configuration. Improved product integrations with Atrium CMDB and Service Impact Manager strengthens IT to Business Service relationships. Portal "Self-monitoring" with alerting capabilities increases productivity and helps to ensure continuous monitoring of important IT entities

Release Highlights

BSM Integrations:

- CMDB Impact Relationships
- Tighter SIM integration Performance & Scalability

Performance & Scalability

- Improved collection technologies
- Portal configuration improvements

Portal Supportability

- Built-in Portal Infrastructure Monitor
- Remote Monitor for Patrol Agent infrastructure

Introducing...

- Crystal-based Operational Reports
- New Remote Solutions for Oracle Fusion

Key Solution Enhancements

- New DHCP, DNS, Active Directory application classes
- Updated Remotes solutions for: DB, Servers, Citrix, Virtual Servers, SAP & Web App Servers

- Exchange 2007 Support

2.5.00 Feature Overview

BSM Integrations - BMC Performance Manager Portal integrations with the CMDB and Service Impact Manager are improved by adding relationship context to the Configuration Items (CI) created. CI extensions now include impact and dependency relationships for computer and operating systems, databases, and SAP applications. This information enriches CMDB definitions and provides direct service model integration to BMC Service Impact Manager (SIM). A tighter integration with SIM enables the enriched Configuration Items to be consumed directly into SIM for service model automation and does not require a CMDB connection for installation.

Performance improvements increase monitoring capacity by reducing resource consumption and limits connections to servers. The collectors have been made more efficient to increase collector stability and recoverability resulting in significant performance improvements for Windows Service, OS, UNIX Log and Process monitoring.

Configuration changes and more flexible element profiles speed up configuration and shorten the time required to begin monitoring. With marked improvements and more flexibility when configuring text log, Windows service, and process monitoring, defining what and how to monitor is less tedious and time-consuming.

Reporting enhancements to the Top N report now supports up to 50 elements. For more customizable reports, BMC Performance Manager includes the Crystal Reporting Server and Designer utility at no additional cost along with a reporting database built with the Continuous Export utility. Customers can leverage the out of the box Crystal reports that include Availability, performance and Top "n" reports or create on-demand custom reports.

Portal Supportability - A new core Performance Manager contains application classes that monitors the health and availability of all critical Portal components - Remote Service Monitor (RSM), web server, application server, and Continuous Data Export (data feed) utility. When using PATROL integration, you can select the PATROL Agent Availability and Health Monitor application class to monitor the integrated PATROL Agents. When the "self-monitoring" solutions are applied, warning and critical alarm notifications are generated to ensure the tool is effectively monitoring your IT environment.

The Business Applications Solution introduces remote monitoring for Oracle Fusion! Now the ability to monitor Oracle application servers and tie IT events to the impacted application module is possible with this complete Oracle Fusion solution.

The solution also includes SAP monitoring improvements for better XI and java monitoring and enriched CIs with impact relationships.

Ask Amir

Ask Amir

In each issue of our BMC Newsletter, we pick a question from one of subscribers that we believe are of interest to our subscribers. We received this question from our last newsletter that was focused on the topic of Virtualization and BMC's solution named BMC Performance Manager for Virtual Servers.

Q: Amir, what does BMC's BPM for VMWare/ESX provide that we aren't already getting from Virtual Center? What kind of utilization history and workload definition/aggregation capabilities are available?

A: Basically, we install a BMC Performance Manager for Servers (agent) on the Virtual Center Server, and add to it a KM (Knowledge Module). The KM provides the knowledge necessary to monitor the Virtual Center. Once we have the KM, we are able to display the virtual center environment and all other managed nodes in one central location.

We are able to save 428 days of history out-the-box to an Oracle database, or it can be configured to save even more days of history. We can also create a custom dashboard like the one below.

I have 5 ESX servers in my environment, the dashboard has 3 rows, row 1 is cpu utilization for the 5 esx servers, 2 is memory utilization and 3 is granted memory. It is a free style of graphing and reporting and not limited to what VC shows us. We can also set thresholds and alert you on any issue and recover problems easily, for example, we can have an agent sitting on an ESX server that can restart processes and/or virtual machines automatically. I am also able to view and work with multiple Virtual Centers simultaneously, by simply adding them to the console, I can compare/contrast the 2 etc... the BPM agent is very powerful that has a set of recovery actions that comes with it out-the-box like restart services if they fail and notify the administrators only if needed.

After having collected the Virtual center performance metrics in one central location, we can now see it alongside everything else. So, if I have an Exchange server running under a virtual machine, I can now see the exchange server stats, and its virtual machine stats in the same exact time and in the same exact view, I can compare and contrast and do my forensic analysis this way.

I hope this gives you some insight, but there is a lot to my answer, and we would love to show a real life demo of the product. Your company is a valued customer of ours. If you prefer, we can meet with you at your site and do a live demo.

Thanks, Amir

Screenshot 1: we are seeing what I described above 3 metrics for each esx server.

Screenshot 2: we are seeing all events coming from my VC environment, notice that I can see events such as Powering on, Relocating VM's etc.

About Amir:

Amir Khamis is OST's Principal Consultant for BMC solutions. Amir is considered a leading authority on BMC Infrastructure and Applications Management products. Amir regularly advises BMC Product Management and Support on fixes and new product enhancements. Amir has been involved in over 30 BMC implementations over the past four years. Amir has implemented most of the over 100 PATROL/ Performance Manager products and BMC Portal, BMC Event Manager, BMC Service Impact Manager and BMC Marketzone products

such as Alarmpoint

Contest

Win \$50 VISA Gift Card

You could win a \$50 VISA gift card if your question is selected for the ASK AMIR column in our next issue. To enter, simply submit your questions or your single biggest issue regarding BMC PATROL or BPM software to jryan@ostusa.com.

We will select one question or issue and our BMC principal consultant will respond to it in our Ask Amir column in our next newsletter. All questions or issues need to be submitted to us by 03/31/2008. The winner will be selected and awarded the \$50 Visa Gift Card.

We will not use your name in our newsletter without your permission. We respect your privacy and will not share your information with any third party organization.

Just for Fun

PowerPoint Gone Bad

Posted on YouTube, this comedian pokes fun at the common mistakes presenters make using PowerPoint. Good clean fun that we bet you will want to pass along to your fellow associates. <http://youtube.com/watch?v=HLpirHzgSRM>

Resources

BMC AMC Events, Articles and White

Papers

Events - United States

- [Trade Shows / Conferences](#)
- [User Groups](#)
- [Seminars](#)

Trade Shows / Conferences

User Groups

March 2008

- Ohio Patrol User Group Meeting - March 17 - American Electric Power, Columbus, OH. For more information, contact litimberlake@aep.com

Seminars

March 2008

- March 11, Philadelphia: Customer Appreciation Event. For more information, contact [Deborah Jagoe](#).
- March 13, Atlanta: Customer Appreciation Event. For more information, contact [Deborah Jagoe](#).

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