

# Applications Managed Service

Optimized operations for your BMC solutions

## BUSINESS CHALLENGE

BMC's platforms and applications play a critical role in managing the availability of systems and services vital to your business, its reputation, and its financial stability. Often our solutions require specialized skills to ensure they are configured as required and meet global business demands by being always available. Businesses are increasingly recognizing the complexity of their IT management applications and are looking to solution vendors to manage the full lifecycle of their products and solutions as a service (i.e., design, configure, deploy, and manage after go-live).

## BMC APPROACH

BMC's Applications Managed Service (AMS) is a standardized offering that provides application administration and support for your specific customizations and integrations, as well as the day-to-day operational management for your BMC solutions. A BMC service delivery manager leads a team of BMC product experts whose primary goal is to provide you with a stable and reliable solution, allowing you to free up skilled resources, focus on innovation, deliver your strategic IT projects, and ultimately achieve your business objectives.

We help you optimize your investment in BMC by reducing total cost of ownership (TCO) and delivering a sustainable service that is flexible and adaptable to your changing business needs. BMC takes full accountability for operating and administering your solution within the defined scope of the managed service, so that you can focus on creating more value for your business.

## OFFERING DETAILS

BMC's Applications Managed Service delivers value to your team and organization through following a structured delivery approach consisting of these elements:

**Structured Service Transition:** BMC will set up AMS using a structured due diligence and transition phase, which can take from two to six weeks, depending on the scope and complexity of your environments. This phase includes a transition of your product support processes to the AMS team, a full system knowledge transfer to the AMS team, a current application state/system health check, and a service readiness review and activation planning session.

**Service Team:** BMC will provide you with the option of an onshore or offshore service delivery manager (SDM) and an operations lead who will manage the operations team to deliver the service within agreed SLAs and quality levels. We will integrate into your extended support ecosystem and work with you to develop a strategic partnership that achieves real business value.

The service components are divided into two types: Foundation and Add-On to provide comprehensive assistance that meets your needs:

**Foundation Service:** These elements are what we deliver with every Applications Managed Service engagement:

- **Application Administration:** BMC provides comprehensive administration for your development and production environments. We keep the environments in sync with all in-scope configuration modifications, bug fixes, patches, and minor enhancements implemented and tested in the development environment before promotion.
- **Service Management:** BMC will manage service-related incidents and issues within agreed response SLAs, and fulfill requests and changes based on the customer's standard processes up to 250 transactions per year. On-call service is included to provide assistance for Severity 1 issues outside of contracted business hours coverage.

**Add-On Elements:** BMC provides you with additional valuable services to choose from:

### Service Coverage Levels

- 16x5 Service Coverage, 500 additional transactions, and Offshore SDM
- 24x5 Service Coverage, 1125 additional transactions, and Offshore SDM
- 16x5 Service Coverage, 500 additional transactions, and Onshore SDM
- 24x5 Service Coverage, 1125 additional transactions, and Onshore SDM

### Service Options

- 250 additional transactions
- On-premise container coverage
- Onshore SDM only
- 400 hours of access to a BMC AMS delivery specialist
- 1 language other than English coverage per shift
- 1 additional product

AMS is adjusted to fit the size of your need aligned to your BMC technology investment. We have diverse levels of coverage to help organizations of different sizes to get the right assistance to meet their demands.

### CUSTOMER PERSPECTIVES

**Financial Services Sector**—“Thank you for being my trusted partner in co-leading the great work the team has accomplished. I know you have my back and I feel fortunate to have such a great team working alongside me to deliver incredible automation capabilities to the business.”

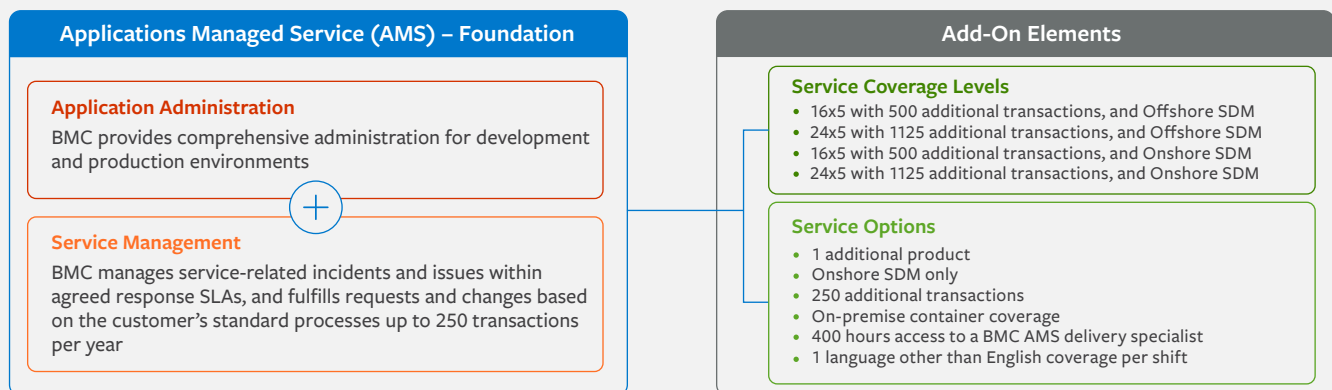
**Energy Sector**—“The Managed Service team has understood our requirements and shown a level of flexibility in their service responsiveness. We feel that they are fully aware of our challenges and priorities in the operations space, and the team’s technical skills and reach into BMC has helped to stabilize the platforms and bring back users’ confidence in the products.”

### FOR MORE INFORMATION

To speak with an Applications Managed Service expert, visit [bmc.com/forms/applications-managed-services-contact.html](https://bmc.com/forms/applications-managed-services-contact.html) and fill out the contact form.

## BMC'S APPLICATIONS MANAGED SERVICE

Provides flexibility to tailor the level of assistance you need at a predictable price for delivering high value service with your BMC investments



### About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

**BMC—Run and Reinvent**

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