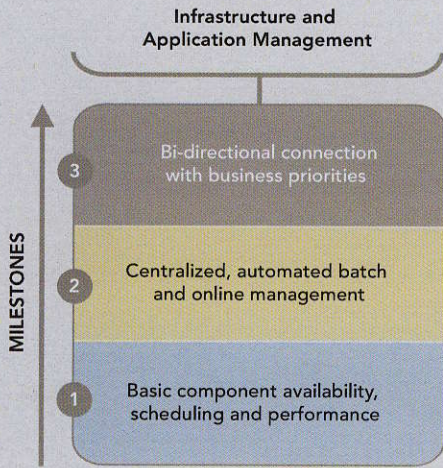


Infrastructure and Application Management



Infrastructure and Application Management milestones provide measurable benefits and value as you move from basic component level management to centralized, proactive batch and online applications management and on to business-aligned management practices. BMC Software is the right choice for helping you achieve best-practice infrastructure and application management because we:

- > Supply industry-leading, integrated solutions for managing heterogeneous environments that enable service impact management and accelerate alignment with business requirements
- > Deliver intelligent, automated management tools common across all platforms and applications to improve the productivity and cost-effectiveness of IT staff
- > Provide proactive mechanisms to identify and react to issues before service levels are impacted
- > Support bi-directional connection to business priorities, enabling business-driven problem resolution and IT resource allocation

Ensure IT achieves greater efficiency and business alignment by managing IT components to their potential impact on the business.

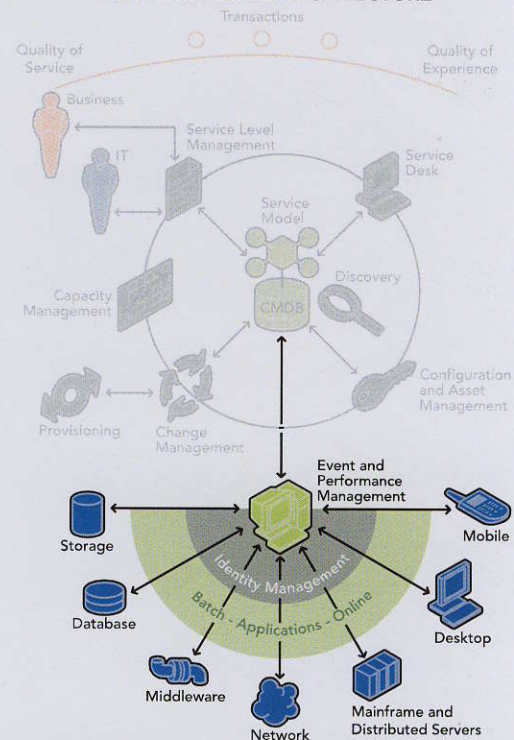
To achieve IT-business alignment, it is imperative that organizations implement a consistent methodology across the technology stack, automate repetitive tasks, and boast a well-instrumented infrastructure that supplies up-to-date information about critical availability, scheduling and performance issues. The result is greater efficiency, reduced costs and better alignment with business objectives.

Infrastructure and Application Management enables you to significantly improve IT efficiency and reduce costs by:

- > Controlling all aspects of infrastructure management with a common toolset across mainframe, distributed and desktop environments
- > Supporting heterogeneous application environments (e.g. SAP, WebSphere, PeopleSoft), with application-specific functionality
- > Deliver enterprise-wide batch management that allows customers to prioritize batch and online workflows according to business relevance
- > Managing database assets in a centralized, automated and standardized fashion, which eliminates redundancies and inefficiencies and reduces the need for specialized database management skills

Infrastructure and Application Management provides a direct path to Business Service Management because a controlled and connected infrastructure is a prerequisite to aligning IT operations with business services.

ROUTE TO VALUE ARCHITECTURE



Highlighted elements indicate key technologies and relationships for Infrastructure and Application Management.