

# BMC REMEDY ONDEMAND SERVICE DESCRIPTION

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## WHO IS BMC?

BMC Software helps leading companies around the world put technology at the forefront of business transformation, improving the delivery and consumption of digital services. From mainframe to cloud to mobile, BMC delivers innovative IT management solutions that have enabled more than 15,000 customers to leverage complex technology into extraordinary business performance—increasing their agility and exceeding anything they previously thought possible.

BMC serves tens of thousands of IT organizations around the world, from small and mid-market businesses to the Global 100. One hundred percent of the Forbes Global 100 and eighty-two percent of Fortune 500 companies rely on BMC Software for IT management solutions, including automation, cloud, mainframe, mobile, monitoring, and more.

BMC's enterprise-grade IT Service Management solution, Remedy, is the most complete and advanced IT Service Management solution available. Built on more than 20 years of leadership and experience, it's robust enough to manage the most advanced technology environments in the world. The Remedy suite drives standardized, simplified back-office automation and integration that delivers the following industry-leading benefits, for clients on-premise and in the cloud:

- **Better business decision making** due to transparency of how every person, action, project, and activity links to business services via business modeling in our scalable, federated Atrium CMDB via automated discovery and dependency mapping, and how incidents can or will impact business performance
- **Increased customer satisfaction** due to meeting user expectations for problem resolution by incorporating current trends in self-service, collaboration, mobility, virtual agency, chat, application access, analytics, social media, cloud-based delivery, and licensing flexibility (e.g. named and concurrent)
- **Advanced automation and integration** from service support into IT operations (ITOM) based on an incredibly versatile service support platform via shared data models into adjacent disciplines such as systems monitoring, impact simulation, capacity management, performance and availability management, and application management.

## WHY REMEDY ONDEMAND?

BMC Remedy OnDemand provides all the benefits of the #1 market leading Remedy ITSM suite in a cloud-based solution with anytime, anywhere access to self-service service desk, change and release management, asset and service level management tools, and more. Start with out-of-the-box applications or customize your own IT processes with drag-and-drop ease. Set up a self-service portal with a virtual service agent helping your end users. Mobilize your IT support staff with native incident and approval applications.

In this fast paced world, business needs and risks can change almost on a daily basis. Remedy OnDemand offers unparalleled bi-directional portability. You can move from on-premise to on-demand, or on-demand to on-premise seamlessly based on your business requirements. This flexibility reduces your risk when it comes to selecting the cloud as your deployment model.

Remedy OnDemand has all the benefits of the Cloud but the flexibility of a solution that is tailored to meet your needs. Our flexible upgrade process, our approach to personalized customizations, and our powerful integration capabilities provide a balance between capabilities and flexibility that enterprises need when operating in a hybrid cloud and on premise environment.

## SCOPE

This Service Definition describes the main aspects and capabilities provided by the Remedy OnDemand Service. Detailed explanations of in-application functionality are not included in this document. However, for more information regarding functional aspects of the Remedy ITSM suite, [click here](#).

# WHAT YOU GET WITH YOUR SUBSCRIPTION

For a monthly per-user subscription fee, you get Web access to the BMC Remedy IT Service Management Suite, built on a massively scalable, fully managed global infrastructure, with 24x7 monitoring, Disaster Recovery, security and BMC expert staff managing all patches and upgrades.

## APPLICATIONS

BMC Remedy OnDemand is the most feature-rich, user-friendly ITSM solution available in the cloud today. These applications are included in your subscription:



INCIDENT MANAGEMENT



KNOWLEDGE MANAGEMENT



PROBLEM MANAGEMENT



SERVICE LEVEL MANAGEMENT



CHANGE MANAGEMENT



CONFIGURATION MANAGEMENT  
DATABASE (CMDB)



ASSET MANAGEMENT



STEP-BY-STEP ITIL V3  
BEST PRACTICE GUIDES



SERVICE REQUEST  
MANAGEMENT



MYIT BASE

## Optional Add-Ons



MyIT Premium including  
virtual agent (optional)



Dashboards and  
analytics (optional)



Discovery and  
dependency mapping  
(optional)



Mobile ITSM apps  
(optional)

## SERVICE APPLICATION COMPONENT DETAILS

The service is provided based on a number of components:

COMPONENT	PURPOSE
<b>BMC Remedy AR System</b>	Provides a professional development environment that leverages the best practices of the IT Infrastructure Library (ITIL) and provides a foundation for BSM solutions. AR System includes Process Designer.
<b>BMC Remedy IT Service Management Suite</b>	Provides out-of-the-box ITIL service support functionality for the following processes: incident, problem, change, release, asset, service level management, service request management, and knowledge management as well as the Atrium Configuration Management Data Base (CMDB).
<b>BMC MyIT Base</b>	A simple self-service app that transforms your end users' IT experience. Base subscription includes Assistance, Appointments, Broadcasts and Approvals.
<b>BMC Analytics OnDemand (Optional Service)</b>	Enables generation of standard out-of-the-box reports and the creation of customer specific ad-hoc and scheduled reports through the BMC Analytics and Dashboards functionality.
<b>BMC Mobility for ITSM (Optional Service)</b>	Enables mobile access to Service Desk, Change Management and Approvals for the enterprise.
<b>MyIT Premium (Optional Service)</b>	MyIT Premium subscription extends the Base subscription features to include Location, Health, and Virtual Agent features.
<b>BMC Discovery OnDemand (Optional Service)</b>	Enables access to the BMC Application Discovery and Dependency Management application (ADDM). This industry-leading discovery tool is deployed on premise and managed by the customer.

## DELIVERY OF THE SERVICE

### • Environment Provisioning, Support and Management

All environments are controlled, monitored and managed by BMC OnDemand Operations including the underpinning application and infrastructure aspects of the service. Areas of focus include hosting, storage, network, application software, and the connectivity between BMC and the customer. Additionally, the service includes the management of common activities such as Backup and Recovery.

### • IT Service Management functions

BMC uses BMC solutions to manage Customer service related Incidents, Changes and Requests.

### • Disaster Recovery

BMC OnDemand Operations manage the necessary services to achieve agreed Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

## LANGUAGE SUPPORT

BMC Remedy OnDemand is available in many languages including English, French, German, Italian, Spanish, Brazilian Portuguese, Simplified Chinese and Japanese.

## SUPPORTED DEVICES / BROWSERS

The BMC Remedy OnDemand service supports a rich set of current browsers and devices to enable flexible access the service. BMC publishes the compatibility matrix on-line and any updates are captured in release notes.

**The Service currently supports the following Browser Versions current (at time of publishing):**



**Firefox 3.6 (and above)**



**Internet Explorer 8 (and above)**



**Safari 4.0.5 (and above)**

**The Service currently supports the following Mobile Device OS:**



**Blackberry**



**iPhone, iPad**



**Android Phones, Android Tablets**

## SERVICE ENVIRONMENT DETAILS

BMC Remedy OnDemand provides three separate environments: Development, Quality Assurance, and Production. Application updates flow from the Development environment through Quality Assurance before going live in Production. You have the infrastructure and compute capacity to simultaneously develop changes and validate changes while knowing your Production environment will not be changed until you are ready. Additional environments for training, secondary testing and other activities are available for an additional monthly fee.

ENVIRONMENT	PURPOSE
<b>Production</b>	Production operation of ITSM processes
<b>Quality Assurance</b>	Release, testing and validation of Customer Service components prior to live operation
<b>Development</b>	Development of Customer specific integrations, code and configurations

- Customer data is not comingled with other customer data
- Environments are available to customers at all times and do not require a request to be created for provisioning
- Service Locations: All services are delivered and hosted from secure datacenter facilities

## DATACENTERS

Remedy OnDemand datacenters are top tier datacenters and are manned and monitored around the clock, 365 days a year. Monitoring includes electrical, environmental and backup systems. Primary datacenters are backed up by a geographically dispersed datacenter for disaster recovery purposes.

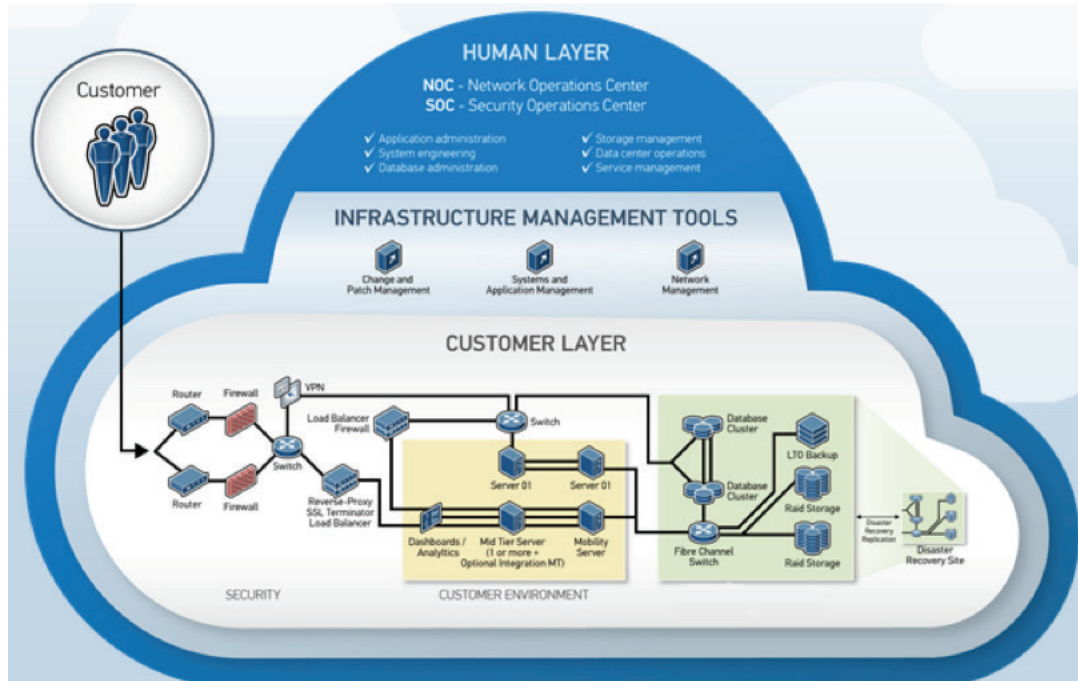
### Global Network of Datacenters:

- Phoenix, AZ and Marlborough, MA
- Plano, TX and Florence, KY
- Toronto, ON and Mississauga, ON
- Bristol, UK and Swindon, UK
- Sydney, NSW and Canberra, NSW



## HIGH AVAILABILITY

BMC Remedy OnDemand is designed from the ground up for with High Availability in mind. This design starts with hardened datacenters, followed by redundant hardware, and is completed with software that gracefully handles failures without impacting customers. Our architecture ensures that most failures within the OnDemand Cloud are completely transparent to users. This means that executing our Disaster Recovery Plan is reserved for real disasters, not common failures.



## SERVICE STATUS

All BMC OnDemand customers have access to a Self-Service Status Page. This status page provides a real-time online tool to monitor activity and usage of Remedy OnDemand. The site provides historical activity and daily status updates for components and response times.

Customers can start using this tool by logging at <http://status.onbmc.com>





## SCALABILITY

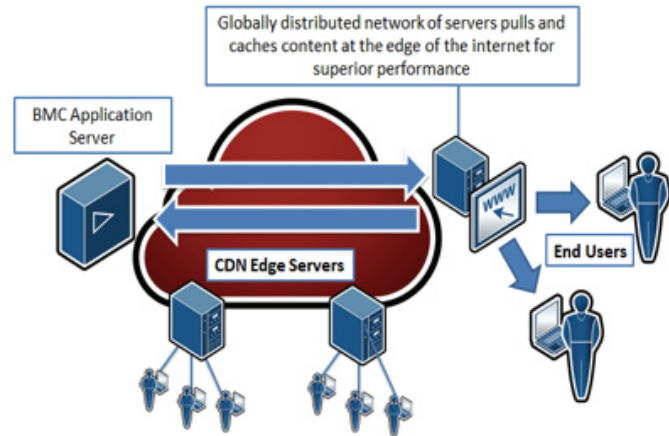
Remedy OnDemand can scale to meet the needs of the world's largest, globally distributed customers. Componentized software modules, extensive use of virtualization, and on demand hardware capacity ensure high performance scaling to thousands of concurrent users.

## GLOBAL CONTENT ACCELERATION

Remedy OnDemand utilizes Akamai's Content Distribution Network (CDN) to accelerate performance. Akamai's CDN is composed of tens of thousands of servers on more than 1,000 networks across 72 countries. This service caches objects globally to ensure that application response times are fast, regardless of end user location.

Benefits of this service include:

- Globally distributed, session aware load balancing
- Optimization of routing, transport and application layers
- Improved Global Performance
- Improved Availability
- Increased Scalability



## REPORTING

The BMC Remedy OnDemand subscription service has various reporting options available to customers.

- **In-application reporting** – Basic reporting embedded within the application and available for all users of the service
- **Advanced reporting** through the BMC Analytics OnDemand option – this exposes the Dashboards and Analytics functionality for the customers so they can leverage the power of business objects for their ITSM reporting needs. The BMC Analytics OnDemand subscription includes a reporting database.
- **Reporting Database** option – the separate BMC Remedy OnDemand reporting database option is for customers who do not subscribe to BMC Analytics OnDemand but who require a cloud-based reporting database for their on-premise reporting needs.

## SELF SERVICE PORTAL

The Remedy OnDemand Customer Self Service Portal provides an easy way for customers to complete common service requests themselves, reducing time to complete and resolve requests to near real-time. The tool also provides tracking and audit logs of self-service requests for governance purposes.

Automated requests include:

- ONBMC Password Reset
- ARSignal Workflow
- Hard Cache Flush (with embedded blackout)
- License Usage Reports
- Setting a BPPM blackout (Development environments)
- Restart AR Service, Email engine, Mid-tier Tomcat, SSO
- Health Report

# SERVICE LEVELS AND SUPPORT HOURS

As a cloud-based solution, customers are able to connect to the application via any supported web browser. BMC is fully responsible for the availability of the application.

## HOURS OF SERVICE OPERATION

The BMC OnDemand Operations organization provides 24 hour x 7 days per week operation and management of the BMC Remedy OnDemand service.

## SERVICE LEVEL AVAILABILITY

Remedy OnDemand provides 99.9% Service Availability commitment for Production Environments.

## TECHNICAL SUPPORT RESPONSE TARGET

SEVERITY	TIME SCHEDULE	INITIAL RESPONSE TARGETS
S1	24 x 7 (Includes published holidays)	S1: 15 Minutes
S2	Local Business Hours: 7am-7pm, M-F (Excludes published holidays)	S2: 30 Minutes
S3		S3: 4 Business Hours
S4		S4: 16 Business Hours

(Service Credits are not provided for missed Targets)

# INCIDENT SEVERITY LEVEL DESCRIPTION

SEVERITY LEVEL	SEVERITY CRITERIA
S1	<p><b>Critical Service Impact</b> Issue critically affects the primary business service, major application, or mission critical system. Customer resources should be available and willing to work on a 24x7 basis with BMC to resolve the issue. Characteristics of a Severity 1 issue include:</p> <ul style="list-style-type: none"> <li>• Business service is not operational</li> <li>• Production system crashes</li> <li>• Data integrity at risk</li> <li>• Production backup and recovery operations fail</li> </ul>
S2	<p><b>Significant Service or Implementation Impact</b> The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available.</p>
S3	<p><b>Moderate Service Impact</b> The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround.</p>
S4	<p><b>No Service Impact</b> Non-critical issues, general questions, enhancement requests, or documentation issues</p>

## PLANNED MAINTENANCE WINDOWS

Standard maintenance windows are published in advance, typically outside of normal business hours for the region. Reminders are sent at least ten days prior to maintenance. Standard production monthly maintenance windows are a maximum of four hours in duration, with a goal of zero downtime. While most maintenance will not require downtime, infrastructure and shared service upgrades may require downtime within this window.

## SERVICE CONTROL ADMINISTRATION

The Service is controlled by a formal change management process operated by BMC: all environments are monitored and managed by BMC. Customers have full access to the Development environment, and limited access to Quality Assurance and Production environments.

Responsibility for Administrative tasks and activities are be separated into the following activities:

ACTIVITY	RESPONSIBILITY	NOTES	DESCRIPTION
<b>Data Administration</b>	Customer	Foundation Data Service Catalogue Data Knowledge Data Report Data	Management of foundation and other customer data
<b>End User Support</b>	Customer	User Requests User Incidents	Support of End User requests and issues
<b>User Administration</b>	Customer	Create, Update, Delete Users	Management of users and permissions
<b>Service Administration</b>	BMC	Service Change Management	Management and control of the Service through operation of Incident, Change and Request processes
<b>Application Maintenance</b>	BMC	Promotion of QA and Production Changes	Management and support of the ITSM applications necessary to support the agreed level of availability and to undertake patching, upgrade and code promotion
<b>Infrastructure Administration</b>	BMC		Management and support of the datacenter infrastructure necessary to support the agreed level of availability

# CHANGE MANAGEMENT PROCESS

The Service is controlled via a defined Change Management Process

ASPECT	DESCRIPTION
<b>Scope Includes</b>	Process used to implement standard integrations (such as non-customized LDAP integrations), fix defects by using hotfixes, and make system configuration changes. These changes can involve hardware, software, or minor code changes  The process is also used to migrate changes from one environment to another
<b>Scope Excludes</b>	Customer-managed systems outside of the BMC Remedy OnDemand environment Changes made as part of the daily administrative process
<b>Change Types</b>	<b>Standard Change:</b> A preauthorized change that is considered low risk and relatively common, and does not require a RFC <b>Non-Standard Change:</b> A change that is more complicated than a standard change and requires an RFC <b>Emergency Change:</b> A response to a critical IT situation. An emergency change can be a standard or non-standard change
<b>Standard Change Examples</b>	Add/Modify/Revoke User Licenses Add/Modify/Delete User in Support Groups
<b>Non-Standard Change Examples</b>	Migrate service request definitions (SRDs) Patch/Upgrades — OS, Application, Database

## Where a change requires a RFC, a defined process is followed:

- The change is reviewed against impact and urgency and is approved by the Change Advisory Board
- Changes approved by the CAB are then scheduled for implementation
- Changes affecting QA or production will involve customer approval
- Changes requiring customization (such as new integrations or changes to workflow) require approval from the Customization Review Board prior to submission to CAB

## BACKUP DATA RETENTION AND ARCHIVING

- Data is retained in Customer's Remedy OnDemand instance as necessary to comply with Customer requirements
- Typically 2 years of data is kept in the production system and up to an additional 5 years of data is kept as archive.
- BMC takes regular backups of the service
- Backups are encrypted with AES 256

The following table illustrates the backup characteristics for the service.

ENVIRONMENT	FREQUENCY	TYPE	RETENTION	MEDIA	STORAGE LOCATION
Production	Daily	Full	7 Days	Disk	Primary and Secondary
Production	Weekly	Full	6 Weeks	Disk	Secondary Site
Production	Monthly	Full	12 Months	Disk	Secondary Site
Development, QA	Daily	Full	2 Weeks	Disk	Secondary Site

## DISASTER RECOVERY

BMC OnDemand's Business Continuity Plan addresses actions required by BMC should a disaster impact a customer's primary processing location. This plan is tested on a regular basis. The service offers several options for Disaster Recovery to suit a customer's individual Recovery Point and Recovery Time Objectives.

The service provides for three levels of Disaster Recovery (DR) :

DR LEVEL PURCHASED	RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE
Premium	4 Hours	15 minutes
Enhanced	24 Hours	15 minutes
Standard	7 Days	15 minutes

- Disaster Recovery is measured based on Recovery Point Objective (RPO) and Recovery Time Objective (RTO).
  - **Recovery Point Objective** measures the maximum loss of data before the disaster occurred.
  - **Recovery Time Objective** measures the target restoration time of the service after a disaster.
- **Premium DR** option provides an RPO of 15 minutes and an RTO of 4 hours. This option includes the pre-provisioning of hardware, network, SAN, connectivity, software, and the application pre-configured to emulate the production environment. The Product Environment is fully replicated at the Alternate Site. This option includes an annual test coordinated with the customer.
- **Enhanced DR** option provides an RPO of 15 minutes and an RTO of 24 hours. This option includes presourced and predeployed hardware, network equipment, storage area network (SAN), and connectivity that mirrors the production environment at the alternate site.
- **Standard DR** option is included with your BMC Remedy OnDemand core subscription and provides an RPO of 15 minutes and a RTO of 7 days. With the Standard DR service, the production environment is replicated at the alternate site after a disaster is declared.

# AUDITING

The Service provides the following Audit information:

COMPONENT	RETENTION
OS Security Logs	Six months online
	One week offline
Application Logs	In application (Three years)

Application audit logs are made available to Customer upon request.

# AUTHENTICATION

The Preferred authentication method for access to the service is the Security Assertion Markup Language (SAML). This is a Software-as-a-Service standard method for authentication services. Other methods also are supported such as native Remedy authentication.

# MONITORING

The BMC OnDemand Network Operations Center (NOC) makes extensive use of BMC's world class monitoring and automation solutions. All Customer environments are monitored 24x7, and our NOC frequently resolves potential incidents before they impact our customers.

Should a customer's service be impacted, automated Root Cause Analysis data via BMC BPPM and extensive automations using Atrium Orchestrator dramatically reduce the Mean Time to Repair (MTTR).

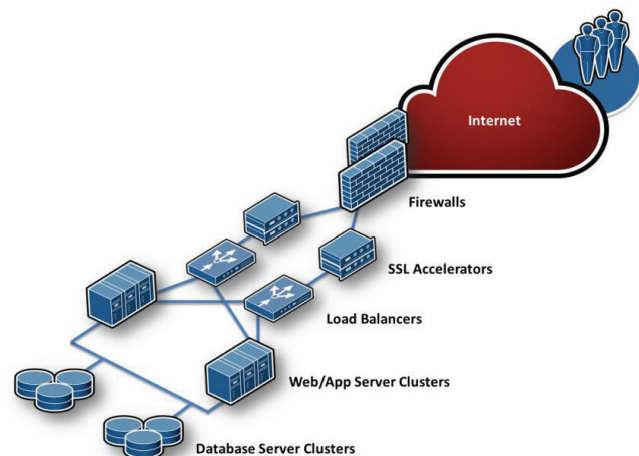
# SECURITY

BMC understands that the confidentiality, integrity and availability of your operational information are vital to your organization. We use a multi-layered approach to protect your data, constantly monitoring and improving applications, systems, and processes. Our Security Operations Center (SOC) and Network Operations Center (NOC) teams work 24x7x365 to ensure the continuous and secure operation of your service.

BMC's OnDemand offerings are designed based upon NIST (National Institute of Standards & Technology) controls in order to provide enterprise grade security for our customers. BMC utilizes a defense in depth methodology that focuses on redundant controls to prevent and mitigate impacts to the confidentiality, availability, and integrity of customer data and services.

BMC's Security Strategy includes the following layers:

- Governance
- Physical
- Perimeter
- Network
- End Point
- Application
- Data



# INTEGRATIONS

Remedy OnDemand provides robust support for integrations to BMC and third party services in hybrid environments.

A subscription to BMC Remedy OnDemand includes the support for the below integrations:

- BMC Client Gateway for primary and secondary sites
- One SSO authentication source if required
- One email system if required
- One event management source (enablement extra) if required
- One discovery source (enablement extra) if required
- Includes support for published interfaces (i.e., web services, AR API, as long as integration does not require additional infrastructure

A comprehensive list of other third party integrations can be [found here](#).

## INTEGRATION WITHOUT VPN: THE BMC CLIENT GATEWAY

Cloud to on-premises integration can pose a substantial challenge when the integration architecture requires the use of a low-level network connection. This network connectivity, over the TCP protocol, normally requires a full site-to-site VPN connection between a customer and the BMC OnDemand data centers. The BMC Client Gateway solves this challenge by transporting TCP connections using internet-friendly WebSocket technology. The connections from the Client gateway can traverse proxies and firewalls without special rules or opened ports.

## CUSTOM DATA INTEGRATIONS

BMC OnDemand provides for the same functionality that a customer would expect to receive onsite. Our service provides secure and encrypted Java API, C API, and Web Services integration points between the product and other 3rd party applications. Additionally, web services can be published and consumed by Remedy OnDemand.

Customers are responsible for the maintenance and monitoring of their customizations. Custom API's developed to integrate with the application will need to be secured and encrypted by the developer.

Custom data integrations are moved to production through our Customizations process. [Please see our wiki for more information.](#)

## APPLICATION PATCHES

BMC manages all patching and maintenance of the underlying infrastructure and the Remedy OnDemand service. This includes application of patches, service packs, and upgrades.

- Each environment is patched separately per the Change Management process
- Application Patches applied to development are not promoted to QA or Production until Customer has completed testing against Customer specific customizations or integrations

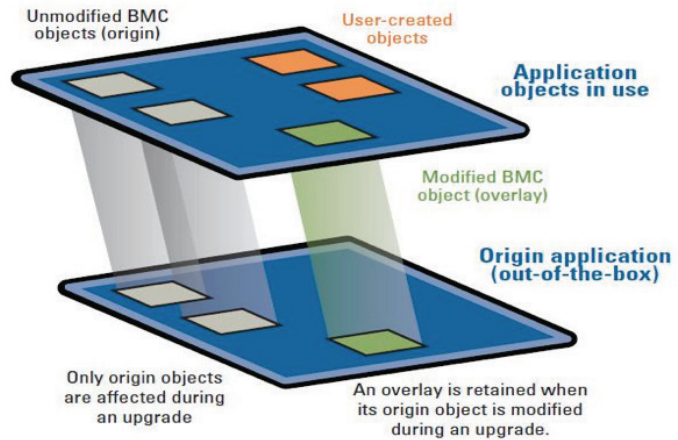
BMC provides monthly hot fixes and quarterly service packs for Remedy OnDemand customers. Hot fixes address known issues, and Service Packs may include improved or incremental functionality.

# APPLICATION UPGRADES

BMC Remedy OnDemand simplifies upgrades; long service engagements are not necessary. BMC's patented Overlay Technology ensures that customers are able to upgrade regardless of the customizations that have been made to their systems. Customers are notified of new releases upon availability.

Remedy OnDemand upgrades follow a process as defined in our Change Management process:

- **Development:** In agreement with Customer, the Development Environment will be upgraded to the next version. Customer is responsible for re-applying any specific customization or integrations made to the environment.
- **QA:** Once testing has been completed on Development, the QA environment is upgraded to the new version. Integrations and customizations within Development will be promoted to QA. Additional testing and training may then be done by the customer.
- **Production:** Once UAT and other tests have been completed in QA, the production environment will be upgraded to the new version of RoD. BMC coordinates this upgrade based upon the customer's business needs.



## MIGRATION SERVICES

BMC recommends that onboarding and off boarding services be provided through BMC Global Services or approved 3rd parties. Our service provides significant "out of the box" functionality to allow customers to immediately realize value; however customers may wish to work with our Professional Services team or partners to customize their system based upon their business needs.

## DATA EXTRACTION AND REMOVAL

Remedy OnDemand customers retain ownership of their data at all times. Should a customer decide to leave the service, BMC will provide a file containing the Customer data in comma separated value (.csv) or database backup format upon customer request.

Customer data is then destroyed via destruction of database encryption keys and data is overwritten with binary zeroes.

## DATA RESIDENCY

Remedy OnDemand provides for data residency requirements via the customer's initial selection of datacenters. Once selected, data remains within the primary and secondary datacenters.



## ADDITIONAL SERVICES

Several Professional Service options are available to meet our customer's specific business needs:

### ITSM APPLICATION MANAGEMENT

With the Application Management service, BMC provides data administration services, including adding, deleting, updating, and modifying preconfigured out-of-the-box administration and configuration data, settings, and processes. Activities included with the Application Management service generally involve data items that are configurable within the BMC applications that are part of your BMC Remedy OnDemand service. [Please see the wiki for more details on this service.](#)

### REMOTE ENHANCEMENT SERVICE

Remote enhancement activities are designed to keep your BMC Remedy OnDemand solution mapped to your business requirements as these requirements evolve. Generally, the Remote Enhancement service includes customizations, assistance with integrations, bulk data loads, etc. [Please see the wiki for more details on this service.](#)

### CONCIERGE SERVICE DELIVERY MANAGER

The BMC Remedy OnDemand Concierge Service provides customers with a personalized experience for the consumption of the Remedy OnDemand service. This service allocates resources to provide focused attention on the unique aspects of your implementation. A named Service Delivery Manager (SDM) will work closely with your staff. This service does not replace the continuous support included with every BMC Remedy OnDemand subscription. BMC Support Services will efficiently deal with your issues based on standardized processes. [Please see the wiki for more details on this service:](#)

## SUMMARY

In today's competitive environment, it makes a lot of sense to stay focused – focused on the things that matter the most to your business. Many enterprises are finding they would rather trust the day-to-day operational elements of their IT service management to an expert with more knowledge and resources to worry about managing the operating costs, maintenance and upgrading of ITSM hardware and software, and the security, reliability, and manageability of those assets over time. BMC Remedy OnDemand lets you stay focused on things that matter most to your business.

You can depend on the fact that no matter what happens in your business world, you'll have the power of the cloud with flexibility no other cloud-based solutions can offer. Flexibility like multiple licensing models and the ability to move from on-demand to on-premise if business needs dictate. You'll have powerful functionality out of the box with flexible options for disaster recovery, advanced customer support, reporting, self-service features, configuration vs. customization, and more.

Cloud-based ITSM built for the enterprise that's fast, flexible, and easy. That's the new IT.

### DEDICATED CONCIERGE DELIVERY MANAGER OPTION

In addition to the Concierge Service, this service provides a named Service Delivery Manager (SDM) as a dedicated resource for your implementation. This option is applicable when you have large or complex implementations that require a dedicated focus on your implementation to ensure complete alignment.

### PREMIER SUPPORT ENGINEER

The Premier Support Engineer (PSE) is a named resource whose role is a technical advisor who has deep knowledge of the customers' service and participates in project release milestones for upgrades and drives service requests or incidents raised with BMC to closure. [Click here to learn more about this offering.](#)

**BMC Software. It's amazing what IT was meant to be.**

BMC Software helps leading companies around the world put technology at the forefront of business transformation, improving the delivery and consumption of digital services. From mainframe to cloud to mobile, BMC delivers innovative IT management solutions that have enabled more than 15,000 customers to leverage complex technology into extraordinary business performance—increasing their agility and exceeding anything they previously thought possible.

