



Altiris® Connector for Remedy

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EXTENDING REMEDY WITH INVENTORY DATA HAS NEVER BEEN EASIER

BENEFITS

- > Add inventory and systems management capabilities
- > Ensure inventory information accuracy
- > Support large number of offices and computers from one, consolidated service desk
- > Reduce cost, complexity, and manageability of one-off, home-grown integration projects
- > Ensure business continuity

The Altiris® Connector for Remedy allows you to extend your investment in the Remedy Action Request System platform and Remedy Help Desk and Asset Management applications with inventory data from Altiris' award-winning Notification Server™ repository for quick access to accurate, detailed information.

VALUE AND INTEGRATION

Altiris connectors provide customers with integration and data-flow between Altiris solutions and third-party management systems. Altiris is recognized for its full-line of systems management products—including Notification Server™, Inventory Solution®, and Service & Asset Management Suite™—that reduce the total cost of owning information technology.

EXTENDING YOUR INVESTMENT

The Altiris Connector for Remedy combines two leading IT management products to create a complementary service management solution. The resulting combination expedites problem resolution and increases help desk worker efficiency. The connector is designed to further reap the benefits of your investment in Remedy's Action Request System platform as well as its Help Desk and Asset Management applications with inventory data from the Altiris Notification Server repository. The data is a powerful supplement to problem resolution, asset and change management activities, and allows you as a Remedy user to have accurate, detailed information available at your fingertips.

IT'S SIMPLE AND CONVENIENT

The Connector for Remedy works on simple principles. An Altiris Notification Server policy triggers the export of XML-formatted device data files on a scheduled, recurring basis and places them in a directory on the Notification Server's file system. The data files are picked up by another scheduled process that collects the data and inserts or updates it within a special Remedy schema (included) using the Remedy API. Once the data is in the Remedy system, the familiar Action Request System tools, such as active links and filters, can be used to maintain the Remedy Asset Management repository.

DRIVING COST SAVINGS

This approach enables all Remedy customers, whether they have an out-of-the-box Remedy application, or a highly customized system to benefit from having Altiris-generated device data available to support business processes. Because it is a supported product that uses components that are easy to understand and manage, it also speeds implementation time, eliminates the need for custom, "one-off" integration projects, and reduces costs. Even with reduced IT spending, IT management still realizes the value of asset management as a way to drive cost savings and the Altiris connector creates a complete service and asset management platform.

SAVING TIME AND IMPROVING SERVICE LEVELS

IT asset data managed by Altiris solutions can be used to support Remedy business rules. This provides help desk workers with immediate access to hardware-specific information for instantaneous issue diagnosis. Automated integration and IT asset data sharing keeps critical infrastructure data readily available for the IT administrator and creates an integrated solution that saves time and improves service levels.

MORE DATA, MORE POWER

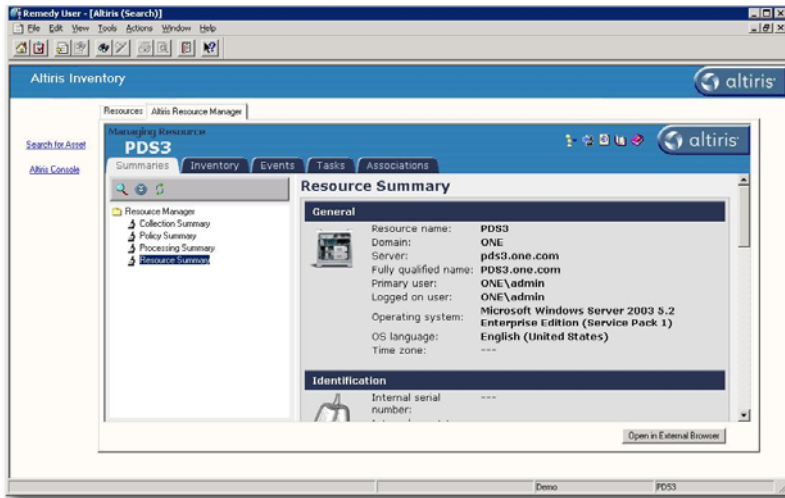
Altiris product consoles integrate with Remedy, allowing users working on a service request to view PC-specific inventory data, launch the Altiris Resource Explorer™ for more detailed inventory data or launch the Altiris Carbon Copy® Solution console for powerful remote control.



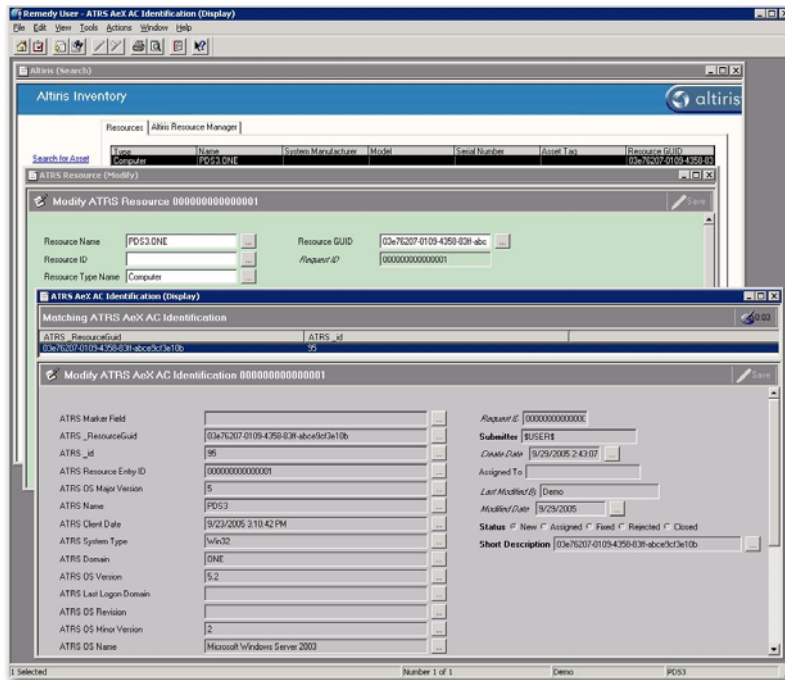
altiris®
intuitive > manageability

“The Altiris Connector for Remedy integrates two of the leading Service Management providers in delivering a more complete Service Desk and Configuration Management solution. As a Remedy VAR and systems integrator since 1996, we recognize our customer’s desire to share accurate asset information across the ITIL support processes. The Connector enables this efficient sharing of data through a flexible architecture, resulting in a greater ROI for your Altiris and Remedy solutions.”

—BILL MELL
 Director of Sales
 Rapid Technologies



The Connector for Remedy allows you to store and search for virtually any Altiris data class or attribute from within Remedy. It is easily configurable, allowing you to only share the data you choose.



The Altiris Notification Server can extract inventory data in XML format for transfer to a Remedy Action Request System server.

SYSTEM REQUIREMENTS

The Altiris Connector for Remedy requires that you install and configure the Altiris Notification Server™ prior to installation of the connector.

Remedy Compatibility

- > Remedy Action Request System 5.1.2 through 6.3, and Remedy ITSM 5.6 applications

Notification Server Minimum Requirements

- > Processor—Pentium III 800 MHz or faster
- > Memory—1 GB RAM
- > Hard drive—20 GB
- > Operating system—Windows Server 2003 or Windows 2000 Server
- > Database—Microsoft SQL Server 2000 SP3
- > Browser—Microsoft Internet Explorer 6 or later

