

ALDERSTONE CMT

Gain huge reductions in costs, improvements in the quality of customer services and commercial advantage when managing ITSM as a service using the unparalleled performance and reliability of the revolutionary ETL tool designed for the BMC Remedy platform.

ITSM as a Service

- ▶ Upgrade from any ITSM version directly to the latest ITSM in a day
- ▶ Merge multiple platforms into single multi-tenant systems to reduce operating costs
- ▶ Reduce consultancy and management costs for upgrades and onboardings
- ▶ Apply data transformations to standardize Product and Operational catalogs
- ▶ Onboard customers with service-critical live and historical data for a seamless upgrade experience
- ▶ Enable free movement of customers between Remedy platforms

Features

- ▶ Fastest data migration tool designed for the BMC Remedy platform
- ▶ Automated analysis of Remedy workflow and data model
- ▶ Reliable and powerful data filtering and transformation capabilities

Business challenges

BMC Remedy ITSM is a preferred platform for companies offering ITSM as a service. Its multi-tenancy model, as well as its horizontally-scalable, robust architecture means multiple customers and thousands of users can effectively be hosted on a single environment.

SaaS operators face unique challenges when managing ITSM as a Service.

- ▶ Multi-tenant upgrades are logistically difficult to manage, as all customers on a platform must be upgraded at the same time
- ▶ Onboarding new customers can take weeks, if not months, to accomplish due to long data loading times and can affect the quality of service for existing customers
- ▶ Remedy does not allow individual customers to be easily moved between platforms

While upgrades can be challenging for ITSM customers operating single tenant systems, when you are managing multiple environments across different geographic regions, an upgrade program can take several years to complete, by which time the next major release of Remedy ITSM is available and your customers are already asking for it.

The onboarding process for new customers, is both resource-intensive and prone to error. The requirement to manage and repeatedly load spreadsheet data during the onboarding process results in data load times of typically two-weeks per environment using conventional tools.

For various reasons, SaaS operators often have non-standard or single-customer systems. Using conventional tools it is impossible to merge customers, with all their data, from these systems into the lower-cost, multi-tenancy environments. The inability to freely move customers between environments results in disproportionately high overheads and management costs for the non-standard or single customer environments.

Due to regulatory or security changes, some customers who are currently hosted on a multi-tenant platform must be moved on a security-hardened or a single-tenant platform. Migration of a company, and all their data, between platforms is not supported by conventional Remedy tools.

The Alderstone solution

Alderstone Customer Move Tool (CMT) offers unparalleled speed and reliable data migration capabilities for BMC Remedy ITSM applications, and is designed to support the industrialized processes and large scale data management capabilities which are essential to the profitable management of BMC Remedy ITSM as a service.

- ▶ Migrate an individual customer or collection of customers to the latest version of ITSM in a day
- ▶ Accelerate onboarding to reduce the time-to-live by weeks
- ▶ Win more business by offering enhanced onboarding for on-premise Remedy ITSM customers
- ▶ Consolidate platforms or migrate customers to standalone systems with complete freedom of movement
- ▶ Implement industrialized processes for huge costs savings and consistently high quality outcomes

Simplify your upgrade process using pre-configured migration paths, which can be easily adapted for your customized Remedy application, for repeatable, high quality upgrades which can be rolled out to all your systems.

Reduce the time taken to onboard a customer and eliminate manual processes by using CMT to promote the customer's data set directly between environments. This reduces the typical two-week data load time per environment to a few hours of CMT data transfer.

Gain commercial advantages over your competitors by offering a seamless migration to the cloud service for existing BMC Remedy ITSM customers by using CMT to transition to your ITSM as a service with all their live and historical data.

Frequently Asked Questions

How will CMT save me money?

A team of consultants can take several months to develop a reliable data migration solution for a customized Remedy ITSM application. CMT's Expert System analyzes your Remedy workflow to build a migration path from your current ITSM application to another version within a day. CMT enables repeatable upgrade processes which can be executed by lower-cost staff to be developed in a fraction of the time and cost.

CMT offers unparalleled speed of data migration. Where standard BMC tools require weeks or months of intensive oversight by technical resources to migrate large data sets, CMT is able to migrate your entire historical data set between Remedy versions in a matter of hours.

CMT enables you to achieve very significant reductions in technical analysis, design, and data migration costs associated with upgrade, onboarding and customer management across large multi-tenant and multi-system environments.

Can CMT migrate data for customized Remedy ITSM applications?

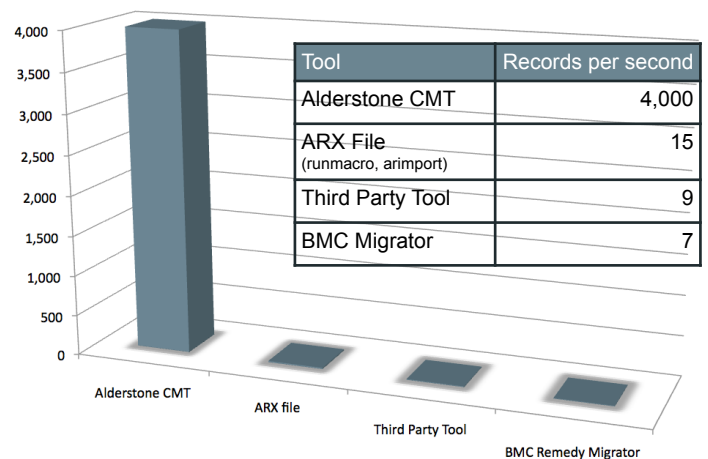
Yes. CMT migration packages enable rapid upgrade between out-of-the-box ITSM application major versions. CMT automatically identifies and incorporates your Remedy customizations to update these standardized migration paths enabling you to migrate from your customized application to a customized or out-of-the-box upgraded Remedy ITSM system

You can quickly identify and resolve potential upgrade issues using CMT's powerful reporting capabilities. For example, if you have added new fields to your current application which do not exist in the out-of-the-box Remedy version, then this data would be lost in a typical upgrade. CMT will identify and flag these issues to accelerate your upgrade process.

Just how fast is CMT?

CMT is the fastest data migration tool designed for the BMC Remedy platform. Enabling you to migrate to a new platform in a matter of hours rather than weeks or months using conventional tools.

CMT far outperforms other BMC Remedy data migration tools in overall migration time because of its blisteringly fast throughput. We compared CMT with three commonly used tools to migrate People records between two real-world systems and found that CMT accomplished a throughput of *four thousand* records per second compared to the next fastest migration method, arx files, which achieved only fifteen records per second.*



We have too much historical data, can I archive some as part of the upgrade?

Yes. CMT analyzes and understands the data model for your BMC Remedy ITSM application. This data model allows you to filter data at any level in the data model. For example, you may wish to exclude Incidents, Problems and Changes which have been closed for more than two years from your upgrade. CMT allows you to easily add in the data filters to exclude all data related to these excluded tickets and maintain application data integrity. Using CMT you may move this old data to an archive or reporting-only Remedy system or back up to file.

We have data consistency issues, can CMT help?

Yes. The powerful mapping and data enrichment capabilities of CMT enable data transformations to be applied during a migration, for example Product Catalogue remapping or organization changes. These changes can be cascaded through the application and historical data to ensure data integrity and consistency. CMT also allows you to implement business transformations as part of the upgrade. For example, you may wish to rationalize your Support Groups or Sites.

CMT is designed to support best-practice management of BMC Remedy ITSM, allowing you to manage standardized Global data sets between environments to ensure high levels of consistency and quality across multiple platforms.

CMT Migration Paths

- ITSM 8.0 to 8.1
- ITSM 7.6 to 8.1
- ITSM 7.5 to 8.1
- ITSM 7.1 to 8.1
- ITSP to ITSM 8.1

For more information

Alderstone CMT is available to purchase or lease for your upgrade, onboarding or consolidation activities. We also offer fixed priced packages using CMT with our team of expert consultants handling part or all of your program. Please contact us at cmt@alderstone.com to see what a difference Alderstone CMT can make to the costs of managing of your BMC Remedy ITSM as a Service and how we can improve your ability to win new customers.

Alderstone Consulting is a technology company headquartered in the UK and established in 2008. A BMC Technology Alliance Premier partner focusing exclusively on the IT Service Management sector, offering high quality consultancy for

- ▶ Program, Project, Technical and Operational Management
- ▶ Technical Architecture, Design and Development
- ▶ Systems Integration



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