PWS ShareRemedy

Company Introduction
Panacea Workflow Systems provides software tools and consulting solutions for BMC Remedy AR System®. Established in 1997, with 250 customers worldwide. Panacea consultants are BMC, ITIL & CMDB certified, delivering solutions simply, quickly and professionally. Panacea is a BMC Technology Alliance Partner.

Microsoft SharePoint®
Microsoft SharePoint makes it easier for people to work together. Using SharePoint, you can set up web sites to share information with others, manage documents from start to finish, and publish reports to help everyone make better decisions.

BMC Remedy AR System®
BMC Remedy AR System provides a single, consolidated Service Process Management platform for automating and managing Service Management business processes.

Why Integrate SharePoint and Remedy?
- Access your ITSM product from your intranet
- Add value to using the Intranet and reduce calls direct to the Service Desk by making it easy, I'm in my intranet, searching for a doc, reading info, quick click to log a call
- Utilise Microsoft SharePoint as an ITSM knowledge base, self help, knowledge management
- Single point of call for all staff on the Intranet, Support staff can access call info from any desktop, anywhere
- User friendly front-end
- Customise view/queries for different teams by role or region from Active Directory or BMC Remedy Permissions
- Corporate design applied to ITSM functions
- Increase the availability of information from within BMC Remedy to a wider community

PWS ShareRemedy Overview
ShareRemedy is a flexible, innovative product. Once deployed the product allows users to create, modify or view data stored in any BMC Remedy Forms, from within SharePoint, in minutes not weeks! Providing flexible integration and UI components.

Integration
Utilising the Microsoft SharePoint deployable web part functionality, we give you the power to integrate BMC Remedy as a Microsoft SharePoint feature fully controllable from the Central Admin Console. The connection through to the AR Server uses the BMC AR API, so SharePoint can act as another client of your Remedy Servers in real time.

Configuration not development
This product achieves all functionality by utilising XSLT configuration files to change not only how the webpart **looks** but also how it **functions**. This means that new functionality can be added to your SharePoint portal via configuration changes rather than time-consuming and expensive development. Providing a low risk and rapid development of integration points between BMC Remedy and Microsoft SharePoint for the business.

Figure 1 - Show user requests/approvals from the Intranet landing page

![KONNECT]

QuickStart Tool

The toolkit comes with a QuickStart Tool to allow users unfamiliar with XLST to create configuration files rapidly via a simple Windows GUI. We have built functionality within our QuickStart tool that we know would be beneficial when creating interfaces into Remedy. Allowing you to rapidly create tables/grids onto Remedy data, input forms, icon logic, modal dialogues to minimise screen real estate, pre-queries/set-fields on the screen from the Remedy system and a variety of other functionality.

Example Integration Points:

- Create end-user consoles with complete flexibility on UI / BMC Remedy integrations
- Create agent focused consoles with drop-down menus derived from the BMC Remedy AR System (filter by Support Groups, Assignee, Owner, Service, Operational Categories)
- Create landing page Icons to highlight approval requests or any other type of request raised by your users in the BMC Remedy system and allow drill down into application
- Create Form integrations into any BMC Remedy applications accessible from Pop-ups or on own page
- Create an Approval Console to remove the need to access BMC Remedy application for all approvals
- Link SharePoint Knowledge Articles to Remedy and its approval engine.
- Generate Forward Schedule of Changes from data within the Change Management Application

Integration Benefits

- Allows for richer multi-point integration with the Remedy platform than BCS (Business Connectivity Services - SharePoint 2010) or BDC (Business Data Catalogue - SharePoint 2007).
- Deploys within a self-contained SharePoint solution ".wsp" package for easy deployment and upgrade.

Business Benefits

Overall a return on investment can be seen within weeks of using the Integration, compared to alternative integration approaches.

- Consolidate your existing systems
- Reduce training costs by use of a familiar interface, users up to speed quickly
- Simplify access to critical data
- Simplify common tasks
- Integrate information from multiple systems
- Harmonization of information
- Improve collaboration
- Integrated and sophisticated security
- Highly customisable, and versatile
- Leverage investment in both product sets
- Speed up customisations and new integrations
- Reduce downtime on SharePoint environments by deploying configurations NOT code.

Figure 2 Custom Service Request selection

Figure 3 - Expose any Remedy Service Request interface in SharePoint