



Project Remedies Inc. and BMC Software Resource Management and the IT Service Management Suite.



Project Remedies Inc.

Leveraging your Investment in BMC's Remedy Action Request System.

ActionProgram Manager Plus was developed with BMC's Remedy Action Request System. APM Plus is the only Resource Management Suite that integrates with an Asset Management System, and help:

- Reduce Costs.
- Improve Services Quality.
- Speed Time to Market.
- Integrate Staff into a Single Resource Pool.

"When we combined our existing Remedy implementation with PRI's ActionProgram Manager Plus, we got the resource information and the cost information we needed to run our business."

Licensing PRI's Enterprise Action Management Suite eliminated the need for the major integration project we were looking at if we chose disparate products. Eliminating that cost was a major factor in our decision to implement an all Remedy-based solution. We call it "Nirvana."

Resource Management.

Managing IT resources is vital to the success of your company's business goals.

BMC Software and Project Remedies Inc. have joined forces to resolve this issue without the need for a costly, time-consuming, major integration project.

Two levels of Resource Management. Companies require two levels of resource management:

The Macro Level. Here, management wants to know the big picture. The questions are:

- *When and where will you have skills shortages and skills surpluses?*
- *What resources will you need? Where? When? How much?*
- *What are this project's top priorities and what are their dependencies?*

As you define proposed projects with [ActionProgram Manager Plus](#), you define the planned resources, assets, and expenses required to complete this project. [ActionProgram Manager Plus](#):

- Compares your planned resource requirements with the number of people with each skill that you plan to have that month, and displays the data in a stacked-bar / line chart so you can see when and where you will have skills surpluses and shortages.
- Uses the data to calculate a monthly budget for each project as well as a total budget.
- Allocates the budget between Capital, Expense and Other types of money.

Micro or Detailed Level. Here, management wants to know what everyone is working on, and the answers are detailed and specific. This has been described as the continuing problem that everyone has, to balance work on new projects vs. maintenance projects. The questions are:

- *Are people working on the important priorities?*
- *What else are they working on?*
- *Could some of this time be re-directed to the important priorities?*

Because [ActionProgram Manager Plus](#) runs on the AR System platform and can integrate with other AR System-based applications such as Incident, Problem, and Change, you can see all the tasks your people are working on in one place, and so can they. Looking in one place, the Support Console, saves a surprising amount of time when compared with looking in multiple, disparate systems for their to-do lists.

After defining priorities, [ActionProgram Manager Plus](#) tracks management approvals through multiple stage gates including one for the IT steering committee, assuring that priorities are aligned with business needs.

Once approved, the proposed project goes into [ActionProgram Manager Plus](#) where a detailed project plan is developed. The detailed project plan is approved and when ready, the project starts. As the project is worked, the actual costs captured in [ActionProgram Manager Plus](#) are automatically posted in the proposed project form for that project in [ActionProgram Manager Plus](#). As a result, you can compare your original planned budget with your actual costs at any time.



Project Remedies Inc.

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About Project Remedies Inc.

Project Remedies Inc. is a leading provider of enterprise management solutions, particularly in the areas of IT Governance, Resource Management and IT Costing. Project Remedies Inc. has been in the Remedy community since the company started in 1993, and is a BMC partner in BMC's Technology Alliance Partner program. For more information about Project Remedies Inc., visit www.projectremedies.com

About BMC

BMC Software, Inc. is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2007 revenues of more than \$1.58 billion. For more information about BMC Software, visit www.bmc.com