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## Vendor Program Overview

Business runs better when IT runs at its best. That's why more than 50,000 IT organizations - from the Global 100 to small and mid-market businesses in over 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives.

- Approximately 96% of the Forbes Global 100 and 81% of Fortune 500 companies rely on BMC Software

BMC offers Server and Network Automation and Cloud Services and is currently the #1 in IT Service Management globally.

Through using BMC Software Cisco server provisioning went down from 24 hours to 24 minutes, ADP Application Deployment times reduced by 70% and Walmart MTTR shortened by 75%.

Through the implementation of BMC Software's products businesses can expect a significant reduction in Operating Expenses and a more efficient and effective IT staff that can enable and empower the business to utilize all the IT innovations to their fullest extent.

### Key Products

**BMC Track-It!** - The market-leading ITSM solution built for the SMB to improve their internal IT support processes and asset tracking while supporting their business staff with a powerful, intuitive and easy-to-use ticketing solution with great reporting and dashboards.

**BMC Remedy** – The industry standard and leader in the enterprise ITSM Space. Remedy ITSM Suite can be purchased as an On-Premises solution and a SaaS version. Remedy has 3 versions:

- Remedy ITSM Suite – the original On-Premise solution
- Remedy OnDemand – a SaaS offering built for the enterprise class business
- RemedyForce – a SaaS version built for medium-sized business

**BMC Bladelogic Automation Suite** – BMC's Bladelogic allows for the quickest, most efficient and accurate provisioning of new servers, networks, databases and mainframes in the industry. Deployment times can be reduced up to 90% with Bladelogic products. Here is a list of the products in the Bladelogic Automation Suite:

- Application & Middleware Automation
- Database Automation
- Server Automation
- Network Automation

- Workplace & Device Automation
- Enterprise Scheduling & Workload Automation
- Mainframe Automation

**BMC ProactiveNet Performance Management Suite (BPPM)** – The ProactiveNet Performance Management Suite is a solution built to empower the IT staff with tools and live reports that allow them to have visibility into the IT infrastructure performance (server and processor temperature and performance etc). With this visibility, IT staff can proactively identify potential problems in the network and take steps to prepare for them by redistributing capacity to the right areas to accommodate higher website traffic for example.

**BMC Application Management Suite** – Speed the delivery of high-quality applications for increased competitive advantage. It automates application release for complex multi-tier applications and monitors end-user experience and service levels. It incorporates products from the BladeLogic (provision & Configure) line and the BPPM Line. It depends upon accurate information in your CMDB and therefore strongly benefits from some Atrium products.

**BMC Atrium**– The BMC Atrium platform provides a heterogeneous approach to integration and orchestration within your environment. The Atrium CMDB provides the core management facility for integration and orchestration-based initiatives. The Databases that feed information to the Remedy, Bladelogic, and BPPM products are based on the Atrium products. With the Atrium Discovery and Dependency Mapping product, you can quickly identify what configuration items you have on your network and what types of relationships there are between them. This gives visibility into what would happen if certain changes are made to the environment.

## **Media**

No media is offered.

## **Market Segments Covered**

Ingram can sell into the Commercial and Non-profit Market Segment. We cannot sell to Government/Public Sector End-users.

## **Authorization Requirements**

BMC requires authorization to be able to sell or even receive a quote for their software. A Distribution Network Agreement (DNA) must be signed before any reseller can get quotes for BMC.

## **Pricing Programs**

Special pricing is only offered by BMC according to their sole discretion. Deal registration is available and can offer discounts up to 15% on licenses. Requests for Deal Registration should be sent to [BMC-Licensing@IngramMicro.com](mailto:licensing@IngramMicro.com) and is only applicable to new opportunities.