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[www.bmc.com](http://www.bmc.com)

## Vendor Program Overview

Offers Business Service Management, Server and Network Automation and Cloud Services and is currently the #1 in IT Service Management globally.

Cisco server provisioning went down from 24 hours to 24 minutes

ADP Application Deployment times reduced by 70%

Walmart MTTR shortened by 75%

## Key Products

BMC Bladelogic Automation Suite

BMC Remedy IT Service Management Suite

BMC ProactiveNet Performance Management Suite

BMC Application Management Suite

## Maintenance/Support

Maintenance is required with all license purchases. All support is premium (24x7 x 365). One, Two and Three year increments are available.

## Media

No media is offered.

## 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.

## Ordering Requirements

There are no minimum requirements.

## Product Delivery

Electronic delivery of all licenses.

## Renewals

Renewals must be purchased within 30 days of the renewal date of the license. If the maintenance lapses we need special pricing approval from DataCore for any reinstatement fees that need to be applied.

## Pricing Programs

Special pricing is only offered by BMC according to their sole discretion.