nlyte Software®
ENLIGHTEN YOUR DATA CENTER

nlyte BMC REMEDY CHANGE MANAGEMENT INTEGRATION

DATA SHEET

nlyte Software is a leading provider of data center infrastructure management (DCIM) solutions. We offer the most complete, performance-based solution for DCIM, combining next generation software, proven best practices, and unsurpassed expertise in data center management. We enable intelligent capacity planning resulting in the most efficient use of power, cooling and space through the optimal placement of data center assets.

The nlyte® Data Center Performance Management (DCPM) solution is based on a set of best practice processes we call the DCPM Process Cycle. This Process Cycle uses six steps **(Discover, Visualize, Model, Control, Report and Predict)** to help data center personnel get control of their data centers and make informed decisions for the planning and effective management of their data center assets and physical infrastructure.

The nlyte web-service exposes several web methods to allow any third-party application to be able to interact with the nlyte web-service. This web-service provides an interface into the nlyte® Performance Management Database (PMDB) such that the BMC Remedy Change Management application can retrieve and manipulate the data.

nlyte TO BMC REMEDY CHANGE MANAGEMENT INTEGRATION

The nlyte to BMC Remedy Change Management integration provides the ability to initiate and monitor key activities related to Move, Add, Change (MAC) initiatives in the data center. This integration allows the ability to track changes within nlyte and the related asset in BMC Remedy. This asset may be viewed and accessed in nlyte for the purpose of managing routine data center management tasks from within the BMC Remedy ITSM Suite.

KEY FEATURES

- Offers “one-click” linking between change request information and the detailed data center information collected in nlyte
- Provides smooth transition between the BMC Remedy Change Management application and nlyte application
- Correlates critical data for change requests related to the installation, movement, or decommissioning of data center equipment
- Utilizing industry-standard Web Services - nlyte can update the BMC Remedy Change Management system with the current status of the asset as it pertains to the nlyte device life cycle status
- MAC tasks in BMC Remedy Change Management will flow automatically to nlyte and be actioned using the nlyte “deep linking”
- BMC Remedy Change Management can monitor the nlyte application in order to close the change task when the change process has been completed
- Alignment of business processes across multiple departments and software platforms

KEY BENEFITS

- Simplified management of change requests
- Accurate lifecycle management
- Reduced audit time
- Enhances ITIL and COBIT best practice processes
- Aligns change management functions with business drivers

nlyte BMC REMEDY CHANGE MANAGEMENT INTEGRATION

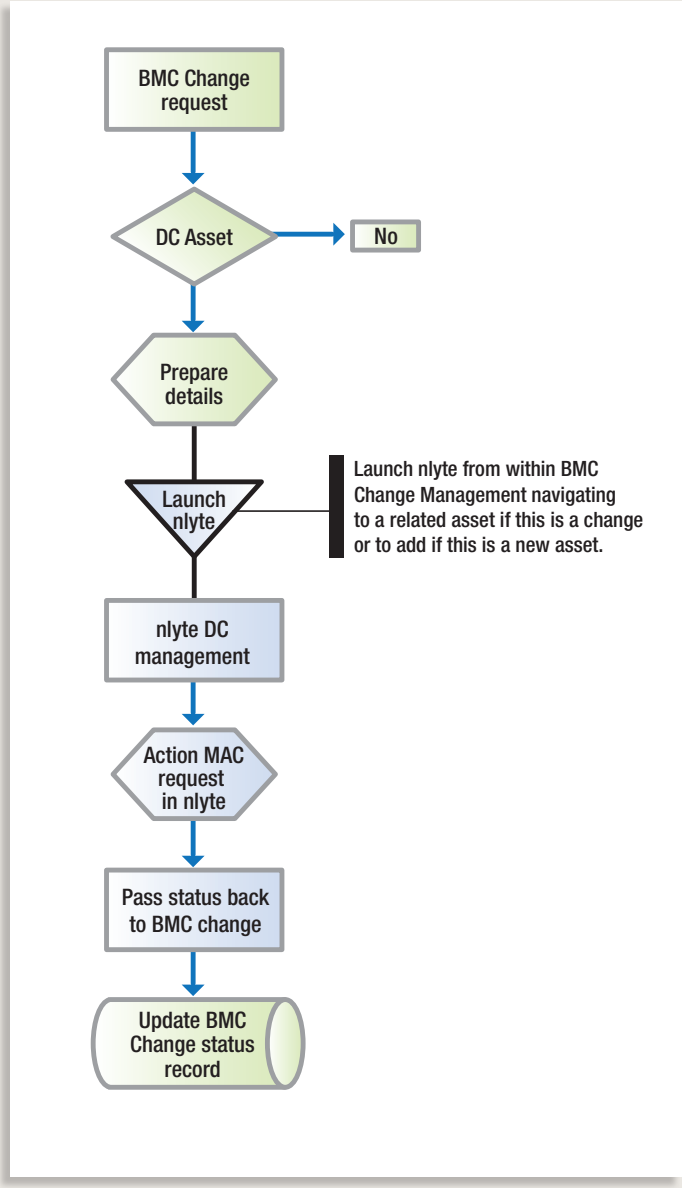

FIGURE 1.

Integration Data Flow.