

# Nlyte CMDB Connector for BMC Remedyforce

Superior ITSM in the cloud,  
built on the Salesforce.com platform

## DATA SHEET

Today's businesses are evolving at warp speed as more and more data are being collected and analyzed. As such, businesses depend on technology to gain and maintain competitive edge. This translates into more pressure on IT service organizations to keep pace with an unprecedented degree of business change. Yet the technology and processes currently in place are often not flexible and scalable enough to tackle business challenges head on.

To keep up with evolving business needs, IT service organizations need modern, flexible and intuitive service and support technology to facilitate the flow of information among people, teams and departments.

BMC Remedyforce is an ITSM (information technology service management) solution built on the Salesforce.com platform that combines best-practice aligned process automation with a simple, easy-to-use experience for maximum IT productivity and innovation.

Going even further, the Nlyte Remedyforce Connector helps you synchronize key data center physical asset information with your overall configuration management data base (CMDB). With the Connector, a user conducts an initial load, reconciles the information and then synchronizes going forward at a user-defined interval. Asset information can be shared either bi-directionally or even uni-directionally to serve any number of purposes, effectively giving IT systems previously unknown visibility to physical asset information.

### **Nlyte CMDB Connector for BMC Remedyforce Benefits:**

- Rapid deployment of integration between Nlyte and BMC Remedyforce
- Avoids expensive custom integration development
- Enable faster moves, adds and changes by allowing pre-planning for asset lifecycle management: asset procurement stages can now be connected to the deployment process
- Simplified management of moves, adds and changes by securing "single pane of truth"
- Enriches capacity optimization by linking physical capacity to compute capacity by bringing the physical layer of information into the CMDB
- Reduce redundant information
- Enhances asset lifecycle management by connecting the physical status with the IT and procurement status
- Improve Mean Time to Repair-improve Service Desk SLA's by tying physical location to an ITSM request
- Gain faster root-cause analysis and improved event correlation as physical location of assets and applications on those assets become visible to the ITSM environment
- Align ITSM functions with their business drivers
- Improve the financial management of your assets with accurate asset lifecycle management – "Dock to Decomm"- get updates as changes occur

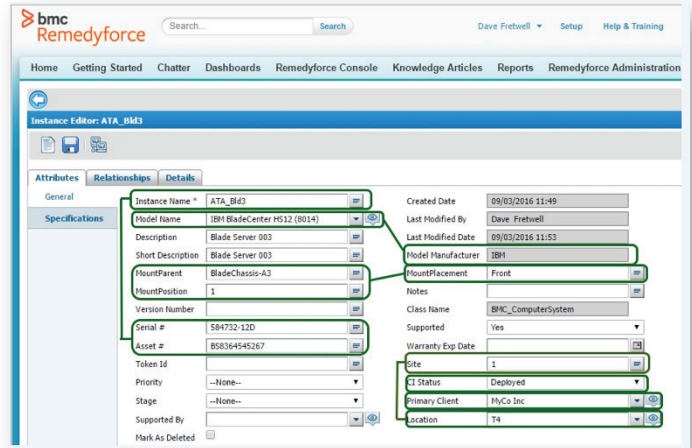
# Nlyte CMDB Connector for BMC Remedyforce

## Nlyte CMDB Connector for BMC Remedyforce Features & Capabilities:

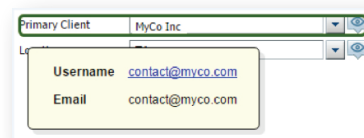
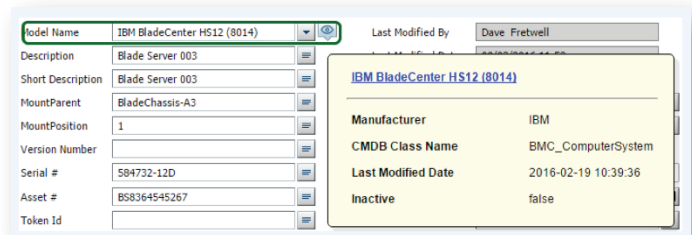
- Aligns business processes across multiple departments and software platforms
- Provides smooth transition between the BMC Remedyforce application and Nlyte
- Correlates critical data related to the installation, movement or decommissioning of data center equipment
- Utilizing Nlyte's industry-leading API-based framework, Nlyte can update the BMC Remedyforce system with the current status of the asset as it pertains to the Nlyte device lifecycle status
- BMC Remedyforce can monitor the Nlyte application in order to close the change task when the change process has been completed
- Changes to asset lifecycle can be synchronized bi-directionally

## Prerequisites:

- BMC Remedyforce CMDB 2.0
- BMC Remedyforce API 35.0 (Winter '16)
- Nlyte 7.9.180 or higher



Nlyte CMDB Connector for BCM Remedyforce sample fields



## FOR MORE INFORMATION

- Contact Us: [info@nlyte.com](mailto:info@nlyte.com)
- Visit Us: [www.nlyte.com](http://www.nlyte.com)

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## About Nlyte

Founded in 2004, Nlyte Software is recognized as the industry leading data center infrastructure management (DCIM) solution provider. Nlyte's DCIM provides unmatched functionality that supports all data center processes across the entire "dock to decom" lifecycle. With a 98% customer retention rate, Nlyte's DCIM solution is used by many of the world's largest and most sophisticated data centers, as well as many small and medium sized organizations. Customers can quickly deploy the Nlyte DCIM solution and begin to immediately enjoy reduced costs and increased efficiency across all data center processes. For more information, visit [www.nlyte.com](http://www.nlyte.com) or follow [@nlyte](https://twitter.com/nlyte) on Twitter.