

RightStar Systems is a leading provider of IT service management solutions including system design and implementation, training, level 1 technical support, software development, and consulting services from technological and process-based perspectives.

RightStar has extensive proven success at delivering high value solutions. High quality work, completed on time and on budget, built our reputation as a top rated solution provider. We strive with each engagement to perform up to these standards.

RightStar offers a wide range of solutions, including:

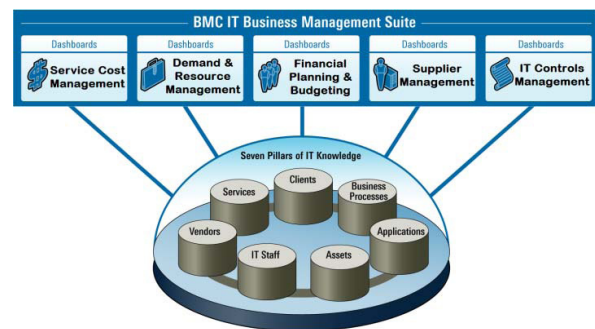
ITSM IMPLEMENTATIONS Many organizations have standardized on BMC Remedy and associated ITIL process applications such as Asset Management and Change Management. RightStar assists them with ITSM consulting services, application procurement, and implementation of the solution.

ITIL V3 TRAINING RightStar is an authorized ITIL V3 Foundation trainer and administers the certification exam. We can deliver ITIL executive overview sessions, come onsite to train and certify an entire team, and use interactive simulation exercises to bring ITIL concepts to life.

ITSM ASSESSMENTS RightStar's IT Service Management process assessments are focused on your specific business objectives and result in a strategic plan for improving IT processes, lowering operating costs, and increasing customer satisfaction. Depending on the customer requirements, RightStar offers process assessments of varying length and focus. All apply RightStar's consulting experience and established industry good practices, including the ITIL framework, to provide specific recommendations for process improvements.

IT BUSINESS MANAGEMENT BMC IT Business Management is a set of integrated solutions that help IT executives manage the business aspects of IT. The suite provides transparency into an organization's IT operations to help transform it into a finely tuned, efficient business unit. These solutions cover:

- Service Cost Management
- Demand and Resource Management
- Financial Planning and Budgeting
- Supplier Management
- IT Controls Management



SERVICE ASSURANCE AND AUTOMATION RightStar's service assurance and automation practice utilizes standards based, metrics driven consulting to enable IT organizations to get out of fire-fighting mode. Combined with leading BMC BladeLogic, ProactiveNet, and Atrium Orchestrator solutions, RightStar consultants deliver significant value by helping you proactively drive IT operations using key business indicators.



REMOTE ADMINISTRATION RightStar’s remote administration program is an annual subscription service that optimizes an organization’s use of BMC Remedy or BMC Service Desk Express. As a leading BMC Solution Partner, as well as an authorized BMC level 1 support provider, RightStar has the expertise and experience to manage your operations at maximum effectiveness.

Subscribers to the remote administration program receive priority access to a senior systems consultant, and will benefit from RightStar’s oversight at all levels of the IT department. Support staff will enhance their knowledge of the system and receive assistance with upgrades and customizations. Management will implement best practices, improve return on investment, and increase end-user satisfaction.

ENHANCE YOUR BMC IMPLEMENTATION WITH INDUSTRY LEADING ADD-ON INTEGRATED SOLUTIONS

As the industry leading ITSM solution vendor, BMC partners only with top software companies to develop technologies that work in conjunction with BMC products. These partners benefit from access to the BMC development environment to create tightly integrated solutions. As a BMC Technology Alliance Partner, RightStar develops its own add-on products and works with other third-party solutions including:

Solution	Solution Focus	Partner
PKI Area Connector	<ul style="list-style-type: none"> Common Access Card interface to BMC Remedy 	RightStar
ADSync	<ul style="list-style-type: none"> Synchronization of Active Directory accounts with BMC Remedy 	RightStar
ScanStar	<ul style="list-style-type: none"> SDE or Microsoft barcode scanning asset management interface 	RightStar
MagicPortal	<ul style="list-style-type: none"> Enhanced self-service for SDE 	RightStar
MagicMobile	<ul style="list-style-type: none"> Remote access to SDE from a wireless device 	RightStar
Data Center Infrastructure Management	<ul style="list-style-type: none"> Data center planning and modeling IT greening and energy efficiency Capacity planning 	nlyte
ITSM Mobility	<ul style="list-style-type: none"> Extending Remedy to wireless devices 	Aeroprise
ITSM Alarm Notification	<ul style="list-style-type: none"> Extending Remedy to wireless devices with alarm notification and tracking of alarm responsiveness 	Alarmpoint
Mobile Device Management	<ul style="list-style-type: none"> Automated management of mobile applications such as email on PDAs 	Zenprise
Enterprise Remote Support	<ul style="list-style-type: none"> Unified remote control support 	Bomgar
Enterprise Identity Management	<ul style="list-style-type: none"> SDE Access security and audibility 	Hitachi ID Systems

RIGHTSTAR SYSTEMS

Headquarters in Vienna, Virginia

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.