RightStar Systems

Remote Administration Services for BMC Remedy

RightStar Systems is a leading provider of ITIL®-based service management solutions for commercial organizations and government agencies. As a BMC Gold Partner, RightStar provides consulting, design, and implementation services for BMC Service Support, Cloud Lifecycle, SaaS, Service Assurance, and Service Automation products. As a complement to these services, RightStar offers on-site ITIL assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited ITIL certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT service management system.

RightStar Systems offers extensive remote administration services for users of BMC Remedy. As a leading provider of Remedy-based service management solutions, as well as an authorized BMC level 1 support partner, RightStar has the expertise and experience to manage Remedy operations at maximum effectiveness.

Standard Remote Administration Program

RightStar's Remote Administration Program is an annual subscription service that optimizes an organization's use of Remedy. All levels of the IT department can benefit from RightStar's supervision and administration of Remedy. Management will be able to implement best practices, improve return on investment, and increase end-user satisfaction. Remedy analysts and administrators will enhance their knowledge of Remedy and benefit from add-ons and upgrades to the system.

RightStar's Standard Remote Administration Program provides the following services:

- Applying patches to BMC Remedy out-of-the-box applications
- Upgrading BMC Remedy out-of-the-box applications
- Configuring Remedy servers and applications to optimize efficiency
- Testing workflow customizations
- Systematically managing development and test systems for consistency
- Senior-level troubleshooting of workflow and application errors
- Data management including imports and updates
- Adding and modifying user and people information including permissions and licensing
- Adding and modifying Support Groups, Organizations, Locations, and Categorizations
- Administration of the Alert system including Alert tool, Email Engine, and notifications

- Administration of the Alert system including the Alert tool, the Email Engine, and notifications
- Administration of the full BMC Remedy IT Service Management Suite, including BMC Remedy Service Desk (Incident Management and Problem Management), Asset Management, Change Management, Task Management, and Requestor Console
- Administration of the BMC Remedy Approval server
- Administration of the BMC Mid-Tier server
- Managing the Assignment Engine, including Auto Assignment, Assignees, Assignment Rules, and Assignment Processes
- Administration of BMC Atrium CMDB
- Administration of the BMC Remedy Knowledge Management module
- Managing Remedy configuration files
- Creating new Crystal Reports
- Updating logos

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Additional Remote Administration Service for BMC Remedy

RightStar may identify recommended Remedy enhancements that fall outside of the scope of the standard Remote Administration Program. In this case, the client can opt for these services to be provided at additional cost.

The following remote administration tasks can be performed under a separate Statement of Work:

- Assistance with third party software integrations
- Customization of out-of-the-box BMC solutions and modules
- Custom workflow development including creation and modification of Forms, Fields, Active Links, Filters, Escalations, Menus, Table fields, and Flashboards

Consultant Availability and Response Times

Subscribers to RightStar's Remote Administration Program receive priority access to a senior Remedy systems consultant. The consultant will be available for non-emergency Remedy maintenance and guidance on a scheduled basis.

For remote Remedy support, RightStar operates under the following terms:

Offering	Hours of Operation	Services	Response Goal
Remote Remedy Support	9-6 Eastern, M-F, or as scheduled in advance	• Web • Email • Phone	2 business hours