

iWay Software's suite assembles powerful, pre-built components for enterprise-class integration scenarios – without custom code – delivering the fastest, most cost-effective, and simplest way to integrate business processes and achieve the promise of SOA: true reusability.

iWay BMC Remedy Adapter

Quickly and easily integrate the BMC Remedy IT Service Management Suite or the Customer Support Services Suite with other packaged applications, legacy systems, and databases.

Highlights

- **Quick time-to-market** – Quickly connect to BMC Remedy IT Service Management or BMC Remedy Customer Service and Support. Integration projects are completed 80 percent faster
- **Instant monitoring and management** – Become instantly aware of data, messaging, and connectivity errors with complete visibility into messaging movements and status
- **Rapid development and service creation** – Effortlessly drag-and-drop integration with BMC Remedy; 100 percent standards-based with no dependence on niche skills and middleware experts. Connect to BMC Remedy using SOA services and SCA architecture, XML, etc.
- **Maximum integration possibilities** – Connect your service management and customer support applications to all major databases, customer support systems, messaging systems, CRM, and ERP systems, etc. Leverage iWay's family of adapters for complete end-to-end integration
- **Deploy on any environment** – Support all major application integration and development platforms, including integration brokers, J2EE application servers, event architectures, and .NET and service transactions over a wide variety of transport mechanisms

Features

- Drastically reduces the time and cost for integrating applications based on BMC's Remedy Action Request System (ARS) with other operational systems
- Delivers a two-way replication between a Remedy system and external systems
- Interfaces with any Remedy application, e.g., ARS, Help Desk, Customer Support, CRM, etc.
- Eliminates custom filter development or changes to existing forms/fields of the application
- Supports an intuitive interface for defining replication and transformation rules between Remedy forms and the external systems
- Exhibits minimal impact to application performance

Why BMC Remedy Integration?

As a BMC Remedy user, you have a robust family of system and service management solutions. The challenge is integrating these applications with the rest of your infrastructure in a timely fashion. Here is a sampling of modules inside the two main product suites:

BMC Remedy IT Service Management Suite

- Asset Management Application
- Change Management Application
- Service Desk
- Service Level Management
- Atrium CMDB
- Action Request System

BMC Remedy Customer Support Service (CSS) Suite

- Customer Support
- Quality Management
- Service Level Agreements
- Atrium CMDB
- Action Request System

Many BMC Remedy implementations involve the need to rapidly integrate with a variety of other internal and external applications. With the iWay BMC Remedy Adapter you can rapidly connect both internal and external applications to BMC Remedy using a configure rather than code approach.

Problem-Solving Capabilities

Companies use the iWay BMC Remedy Adapter for its ability to:

- Integrate operational systems with Quality Management and SLA Management
- Bring back-end operational systems closer to customers
- Prioritize customer issues while integrating customer-facing systems with other ERP systems
- Trigger compliance alerts
- Automate incident and problem management processes
- Streamline service support processes
- And much more

Connection Capabilities

The BMC Remedy adapter enables easy synchronization with other applications. Supported end points include:

- **Applications:** Ariba, Documentum, I2, JD Edwards, Amdocs CRM, Oracle, SAP, Lawson M3/S3, and many more

- **e-Business connections:** AS1/AS2/AS3, EDI-ANSI X12, EDI-EDIFACT, FIX, HL7, HIPAA, Meditech, SWIFT, and many more
- **Transaction processing environments:** CICS, IMS/TM, Tuxedo, and many more
- **Databases:** Adabas, Essbase, IDMS, Model 204, Teradata, VSAM, and many more
- **Message systems:** JMS, MQ Series, MSMQ, Sonic MQ, Tibco Rendezvous, and many more
- **File transfer products and technologies:** DirectConnect, Tumbleweed, SFTP, FTP, and many more

See the **iWay Comprehensive Adapter List** fact sheet for a complete list of adapters.

Product Detail

Key features of the iWay BMC Remedy Adapter include:

- Automatically introspects metadata and generates request and response schemas
- XML-based payload requests can communicate with Remedy BMC and provide different integration options based on your business needs
- Supports asynchronous and synchronous, bidirectional message processing based on the integration methodology and business event
- XML-based requests and responses – the adapter conforms to all W3C XML standards and generates valid standard schemas and WSDLs, which can be consumed by most third-party application servers
- Error propagation – capture all system level messages
- Acts as a conduit to interact and integrate with Remedy BMC applications, therefore it maintains all Remedy business logic, functionality, and security to ensure accuracy, control, and data integrity

iWay BMC Remedy Adapter

Technology	Capabilities
Connectivity	Connectivity is through Remedy Java API. The Remedy Java API is a collection of classes, interfaces, and relationships that provide full client functionality like the AR System C API in a style consistent with typical Java programming techniques. Like the C API, the Java API is forward and backward compatible with other versions of the AR system.
Service Processes	The adapter will allow for integration to Remedy AR for services defined as outbound requests from the adapter to Remedy represented as request-response invocations in the form of XML documents.
Event Processes	The adapter supports events emitted from Remedy via interface tables and our RDBMS listener.

Find Out More

To see how we can help you succeed, visit us at iwaysoftware.com, e-mail us at info@iWaySoftware.com, or in the U.S. and Canada, call toll-free **(866) 297-4929**.

Runtime Platforms

- Windows Server platforms, AIX, HP/UX, Linux, and Solaris

Web/Application Servers

- BEA WebLogic and Aqualogic Service Bus (ALSB) platforms
- IBM WebSphere MQ, WebSphere Business Integrator, and WebSphere Application Server
- iWay Service Manager
- Microsoft BizTalk Server and Visual Studio .NET
- Oracle Application Server
- Apache Web Server
- Tomcat

Enterprise Servers

- Linux, Windows, Solaris, HP-UX – 1GB RAM and 500MB disk space



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DN3601376.0409



Printed in the U.S.A.
on recycled paper