

BMC Desktop Capture

Improve service desk efficiency with automated incident data capture

KEY BENEFITS

- > Automate incident documentation
- > Minimize time-to-resolution
- > Enable self-service incident reporting
- > Minimize disruption to end-users
- > Reduce phone support calls volume
- > Reduce support call length
- > Reduce ticket escalations
- > Eliminate finger-pointing

BMC Desktop Capture accelerates problem resolution and increases end-user satisfaction by reducing the time that support analysts and end-users spend on gathering incident information. The product implements the concept of a black box flight recorder to automate information capture and eliminate inefficiencies of traditional desktop support processes.

MANUAL INFORMATION CAPTURE IS INEFFICIENT

The process of diagnosing software issues on end-user computers has traditionally involved multiple communication cycles between support analysts and end-users. Whether carried out through phone conversation, email or remote access tools, end-users are often asked questions they are not capable of answering, and support analysts are forced to spend substantial time on attempting to recreate problems based on inaccurate, partial descriptions. This process is not only time-consuming and inefficient, but is also highly frustrating.

BMC DESKTOP CAPTURE AUTOMATES AND ACCELERATES PROBLEM RESOLUTION

BMC Desktop Capture automatically records the information required to isolate applications issues, letting end-users continue with their work and freeing support analysts from going through excessive communication cycles for the purpose of information gathering and root cause analysis.

On-Demand Deployment

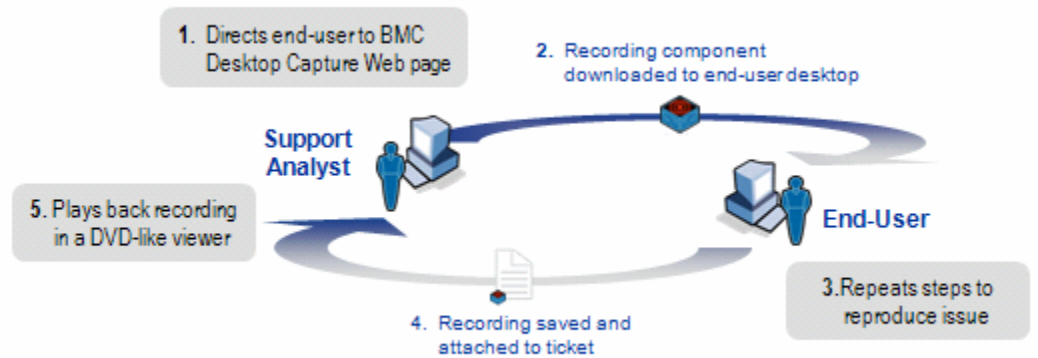
BMC Desktop Capture is deployed on-demand to end-users' computers in a self-service mode without requiring any special preparation or installation. The recording module is extremely lightweight and is downloaded through a simple Web interface, which can be easily integrated into an existing support portal.

Transparent Incident Recording

Using technology that is analogous to a black box flight recorder on an aircraft, BMC Desktop Capture records screen events, sequence of user actions, comprehensive system and application configuration, application errors and performance information while the end-user is reproducing the issue. Data capture is done at a time that is convenient to the end-user, and requires no training or assistance from support analysts. The recording is compressed and saved in a proprietary format and is automatically attached to a Remedy Service Desk Incident.



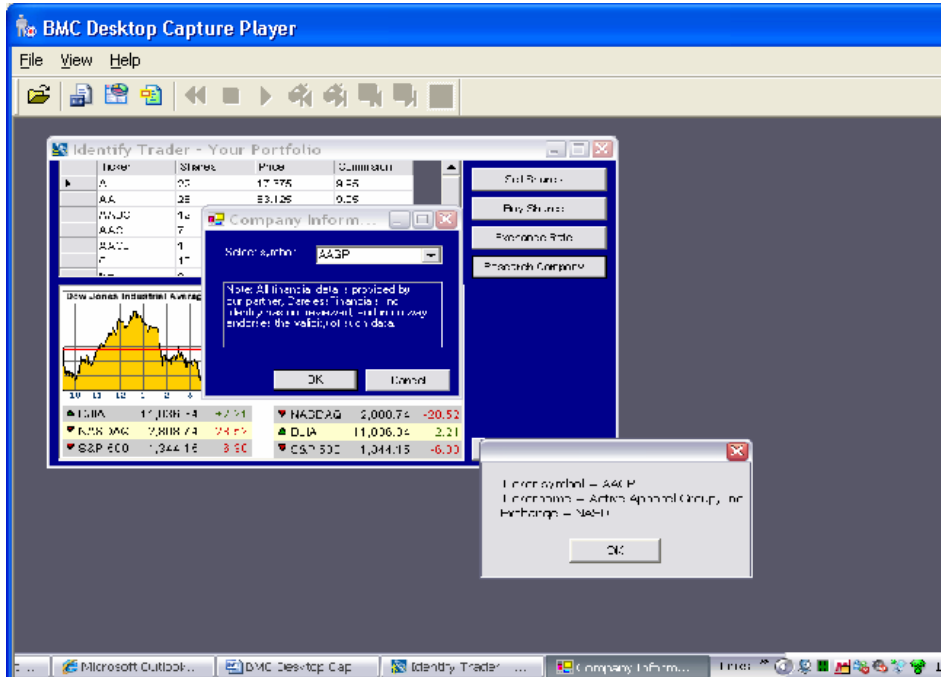
This product integrates with BMC Atrium technologies.



DVD-Like Playback

Support analysts play back recordings in a simple viewer, much like a DVD, to get a highly accurate view of the issue from the end-user perspective. Information available for analysis includes:

- > Sequence of end-user's actions (mouse clicks and key strokes)
- > Movie-like recording of the end-user's screen, including all error messages
- > System and application configuration
- > Application performance at the time the incident occurred



ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. www.bmc.com.

BMC Desktop Capture replays an incident captured on an end-user computer

Self-Service Incident Documentation

BMC Desktop Capture fully automates information gathering, enabling end-users to capture and report incident information at a time that is convenient to them, rather than having to schedule phone calls or remote desktop sessions with support analysts, thereby minimizing the impact of software issues on their productivity.

The product enables support analysts to go straight to incident diagnosis, rather than waiting for additional information from end-users, who are often not technical, speak different languages or located in different time zones. Fully integrated with BMC Remedy Service Desk, BMC Desktop Capture is easy to deploy and use, ensuring rapid return on investment.

Extending Value across the Support Chain

BMC Desktop Capture is fully compatible with BMC Application Problem Resolution, a system that automates the process of application problem resolution throughout the application lifecycle. With BMC Application Problem Resolution, issues captured by BMC Desktop Capture may be escalated to the development team. Using advanced analysis views, developers are able to drill down into recorded information and pinpoint root cause quickly and efficiently, without having to recreate the environment or problem scenario in the lab. BMC Application Problem Resolution is also used throughout the testing process to ensure high quality release and on-time delivery of software projects.



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