4me®

BMC Client Management Connector

INTEGRATION | by HF

The 4me BMC Client Management Connector allows an organization to integrate 4me's enterprise service management tool with the power of the BMC Client Management (BCM) asset management software.

An Overview of All Systems on a Network

BCM provides a reliable way to monitor all systems on a network and to create a highly detailed representation in its database. The 4me BMC Client Management Connector gathers a summarized view of this representation and creates a specular structure in the 4me CMDB.

Once the Connector has been installed the customer will see all the assets defined or collected by BCM in the 4me console. Changes or deletions operated on BCM assets will be reflected in the 4me CMDB. Customers will benefit from the synchronization as they will not have to manually maintain asset data in the 4me CMDB, thus reducing errors and alignment delays. Assets will be updated during their complete life cycle.

bmc
Client Management

Optimal Service for the End User

To complete the CMDB representation in 4me the connector is able to create and maintain the relations between devices and software CI's (installed software) and between devices and their primary user. Status changes in BCM are reflected in corresponding status changes in 4me.

IT technicians can query using the 4me console to identify which assets are owned or used by a given user or which user(s) owns (or uses) a given asset. Technicians can also directly access the data stored on the BCM side from the 4me console itself by launching into BCM. Thanks to the Connector the end user will be provided with an optimal service, relying on a detailed representation of assets and their relations.

FAQs

Is it possible to limit the set of BCM devices considered in the synchronization?
Yes, it is possible to specify a list of BCM device groups to be considered, in the connector configuration.

The number of software items collected by BCM can be extensive. Is there a way to limit the software item collection transferred to 4me?
Yes, only software items categorized as "Managed - Supported" in the BCM Software catalog are included in the synchronization.

What is the effort in terms of requirements to install the connector in my organization?
The connector can be installed on the same server where the BCM Master is running or it can be installed in a separate PC. It only requires read-only access to the BCM SQL Server Database and 4me account access on internet. No further database installations are required.

Since only a summary of device data is transferred to 4me, how can I see the detailed device data BCM collects from the 4me console?
4me provides a field ("System ID" field) fillable with a direct access link to a web page describing the CI. The connector exploits this capability for devices and, given the accessibility to the BCM web pages, lets the user open a detailed description of the selected device.

4me®

THE SINGLE SOLUTION FOR BETTER SERVICE MANAGEMENT

4me® combines **ITSM** with **ESM** and **SIAM** capabilities making it possible for all internal departments, such as IT, HR and Facilities, to work seamlessly with each other, as well as with external managed service providers.