

»» LANDesk® Connector for Remedy IT Service Management Solutions

The LANDesk® Connector for Remedy* IT Service Management Solutions extends your Remedy solution to enable direct access and control over the desktops, servers and mobile devices that power your IT infrastructure. Seamlessly integrate award-winning LANDesk® Management Suite technology into your Remedy service management applications and forms to give your IT service support organization instant access to the real-time data and remote problem resolution tools they need to maintain service levels across the enterprise. The LANDesk Connector for Remedy IT Service Management Solutions can help you increase your organization's overall effectiveness and more closely align IT service support with business objectives and requirements.

Extend your control

Effective service management means gaining control of your IT infrastructure so you can do the right thing at the right time to meet or exceed service level expectations for your entire organization. Advanced configuration management solutions such as LANDesk® Management Suite enable organizations to model the actual infrastructure, and both implement and maintain a preferred configuration for each computer. Superior problem resolution and service management with Remedy IT Service Management Solutions enables IT services to be maintained at a high level.

By directly integrating advanced configuration management and remote problem resolution with superior service management, the LANDesk Connector for Remedy IT Service Management Solutions bridges the gap between deployment and maintenance, and gives your organization the high levels of access and control needed to ensure service levels.

Key benefits

- Form-level integration of powerful LANDesk® management technologies into your existing Remedy service management solutions
- Instant access to machine configuration, status and inventory information
- Instant remote access, communication and control to resolve problems and train users
- Detailed hardware and software inventory data
- Direct access to configuration management and maintenance tools
- Seamless integration with Remedy search, reporting and other features



Detailed inventory data

LANDesk® Management Suite technology enables service management staff to access detailed hardware and software inventory, configuration and status information. This gives your organization the ability to quickly assess and resolve problems, to stay ahead of changes in your IT environment and to improve service levels throughout the organization.

Tight integration, easy implementation

A simple server-level install takes advantage of Remedy's extensible architecture, which means there's no need to touch your service management staff's workstations. LANDesk® systems management data is directly integrated into your Remedy IT Service Management solution's interface to instantly extend your service management staff's reach while minimizing impact on their working environment.

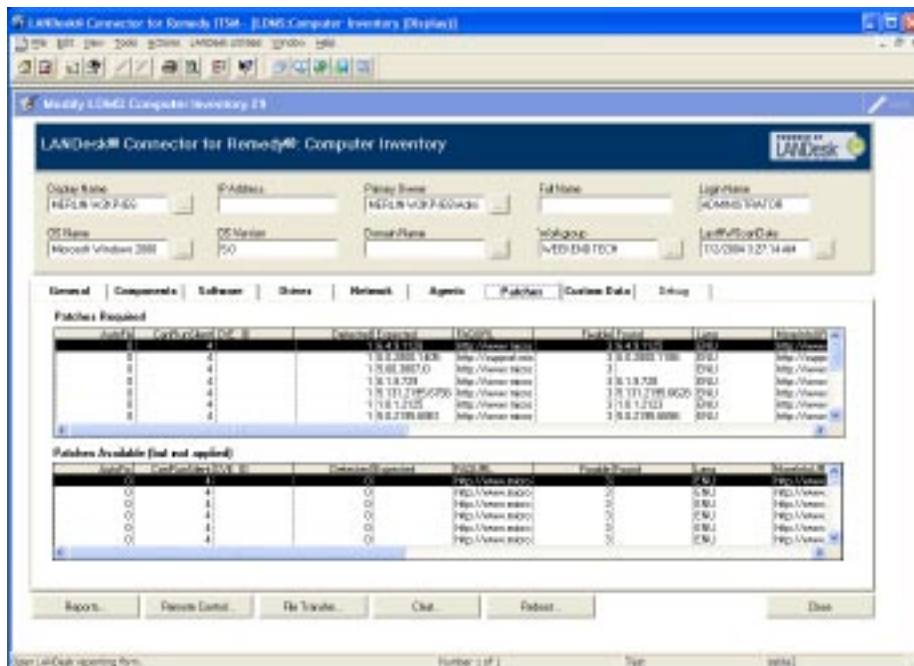


fig. 1 View detailed inventory and configuration data for individual computers directly from your Remedy IT Service Management Solution's interface for extended problem resolution that improves service availability. Powerful business intelligence reports present detailed inventory, configuration and status information to enable better IT planning and service management.

Maximize your technology investments

The LANDesk® Connector for Remedy IT Service Management Solutions integrates at the core technology level to seamlessly extend your Remedy solution both today and tomorrow. This deep-level integration means that you can continue to take advantage of LANDesk technologies as your organization grows and expands and as you extend your Remedy solution. Technology investments made today will continue to pay dividends as both LANDesk and Remedy technologies expand.

For more information on LANDesk Management Suite, see our Web site at www.landesk.com.

System requirements

LANDesk® Connector for Remedy IT Service Management Solutions require- that LANDesk® Management Suite 8, version 8.1 or newer be installed on your network, and that your Remedy solution be correctly installed and running. There are no additional hardware or software requirements beyond those needed to run your enterprise console.

The LANDesk Connector for Remedy IT Service Management Solutions integrates seamlessly to leverage both your configuration and your service management investments, with minimal impact on your service management staff.

Contact your LANDesk sales representative or see our Web site at www.landesk.com for more information on LANDesk management solutions.



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