

Frequently Asked Questions

1. Who is BMC?

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit.

Other Background information:

- Founded in September 1980
- Corporate headquarters located in Houston, Texas
- Products sold through direct sales and indirect channels including resellers, system integrators and original equipment manufacturers

2. What solutions are offered by BMC? (please click on each link below for detailed information)

BSM Initiatives

Data Center Automation
IT Cost Transparency
IT Governance, Risk and Compliance

IT Service Management (ITSM)
ITIL Software Solutions by BMC
Mainframe Cost Optimization
Proactive Operations

Functional Areas

Request and Support

Asset Management
Change and Release Management
Identity Management
Knowledge Management
Service Desk (Incident and Problem Management)
Service Request Management

Provision and Configure

Application Automation
Client Automation
Database Automation
Network Automation
Server Automation
Cloud Lifecycle Management

Integrate and Orchestrate

CMDB/Configuration Management System (CMS)
 Dashboards and Analytics
 Discovery and Dependency Mapping
 Orchestration
 Service Catalog
 Service Level Management
 Service Model, Blueprints, and Policies

Plan and Govern

Demand and Resource Management
 Financial Planning and Budgeting
 Controls and Compliance
 Service Cost Management
 Supplier Management

Monitor and Operate

Application Problem Resolution
 Availability and Performance Management
 Capacity Optimization
 Data Management (DB2, IMS, VSAM, and Recovery)
 Enterprise Scheduling and Workload Automation
 Event and Impact Management
 Mainframe Automation
 Middleware Management
 Storage Management

BMC Brands

Atrium
 BEST/1
 BladeLogic
 Control-M
 Control-SA
 Identify AppSight
 Magic
 MainView

Marimba
 MQSoftware
 PATROL
 ProactiveNet
 Real Ops/Run Book Automation
 Remedy
 Tideway

3. How do I obtain detailed pricing information?

Please refer to Submission #3 of this contract which includes specific license pricing instructions and access to the NYS Contract Price List. This price list is based on BMC Software's Commercial Price List. You may also refer to Submission #4 for specific maintenance support pricing. All NYS discounts are explained in Submissions #3 & #4 and are clearly posted on the price list. For other questions and quote requests please contact Mel Bradwell at 518-782-9655 or contact one of BMC's Authorized Partners listed in Submission #2 of the contract.

4. How do I learn more?

For more general contract information or to request a copy of the price list please contact Kelly Stouffer at 713-918-2621 or Mel Bradwell at 518-782-9655.