

Vyom SSO-Edge: Single Sign-On for BMC Remedy



Guaranteed ROI of BMC Remedy with Reduced Service Desk Calls, Increased BMC Remedy Adoption, Improved End-User Satisfaction, Strengthened Security and Effective Management of Early Life Support & Production Support

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Vyom Labs SSO-Edge offers Single Sign-On (SSO) mechanism for BMC Remedy that consolidates the authentication process of multiple BMC Remedy Applications into one spot. SSO-Edge allows users to automatically log-in to BMC Remedy Application when they sign in their system.

Vyom Labs SSO-Edge delivers secure Single Sign-On (SSO) for BMC Remedy by seamlessly integrating BMC Remedy with Microsoft Active Directory and other SSO Servers in your organization.

Business User Key Benefits:

- Users can seamlessly authenticate to the heterogeneous systems, applications and databases
- Users are allowed to access without being challenged to re-type a username or password
- Users are encouraged to share their issues and requests
- Reduced frustration in case of password change
- Ease of use in case of new releases

Key Benefits for IT:

- Administrators and Service Desk personnel can now use a single administrative tool — MS Active Directory or any other SSO server
- Better categorization, prioritization of tickets
- Successful adoption of IT initiatives
- Increased confidence in IT
- Faster Service Transition by enhancing early life support

View Vyom Labs SSO-Edge for BMC Remedy Datasheet Features and Benefits explained in detail:

User Productivity – Enhanced

Here is one less reason for the users to get frustrated on IT. Facilitate users by not needing to remember their username and password specifically for BMC Remedy Applications. With no username-password prompts (in case of Microsoft Active Directory) your users can work without interruptions. Users will log into their Windows desktop once (using encapsulated Kerberos) and leverage Active Directory provided Kerberos tickets to access BMC Remedy. Finally users are able to access their critical business information and tasks more reliably and quicker as compared to life without Vyom Labs SSO-Edge for BMC Remedy Single Sign-On.

Service Desk Burden – Reduced

According to the IDC and other respected industry analysts, as many as 40% of Service Desk calls are password or account resets. This is nothing but lost productivity for users as well as frustration and needless expense for Service Desk personnel. Vyom Labs SSO-Edge for BMC Remedy returns value by quickly paying for itself through improved productivity and as much as a 95% reduction in BMC Remedy account reset calls. Imagine, how much more time can be available with your Service Desk just with reduced service requests, among other things!

Rich Analysis – Achieved

With users encouraged to enter complete data while submitting the tickets and reduced number of email based tickets, Vyom Labs SSO-Edge enables rich data analysis of Service Desk tickets. With the analysis of this rich and structured data through tickets in BMC Remedy Service Desk tickets, you in turn are encouraging Continual Service Improvement.

IT Staff and Users – Collaborated

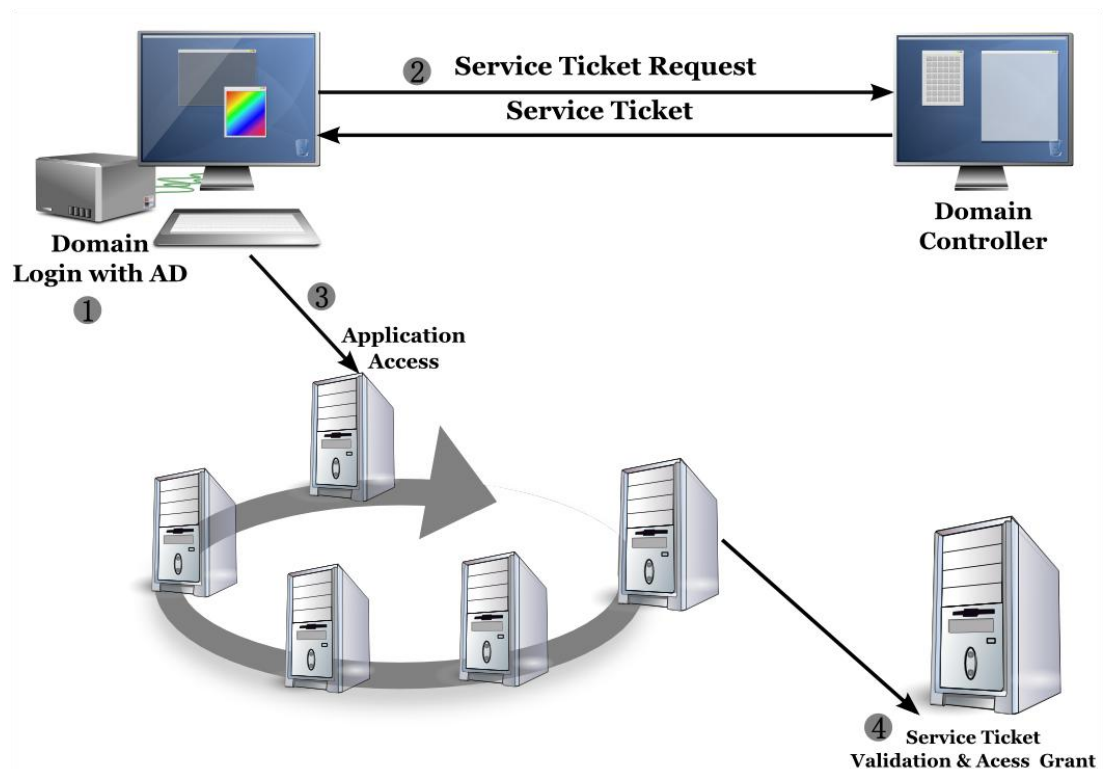
User will be able to check the status of ticket easily without being prompted for password through the browser and update the ticket information with their inputs. This in turn has positive effect for IT staff in CSAT and USAT reviews.

Extremely short TTV – Achieved

With an extremely short TTV (Time to Value), Vyom SSO-Edge can be quickly deployed and adopted by end users and IT Staff can focus on more pressing issues.

How Vyom Labs SSO-Edge for BMC Remedy Works for Windows Active Directory Environment

Once Vyom Labs SSO-Edge for BMC Remedy is deployed, the basic authentication steps are as shown in following picture:

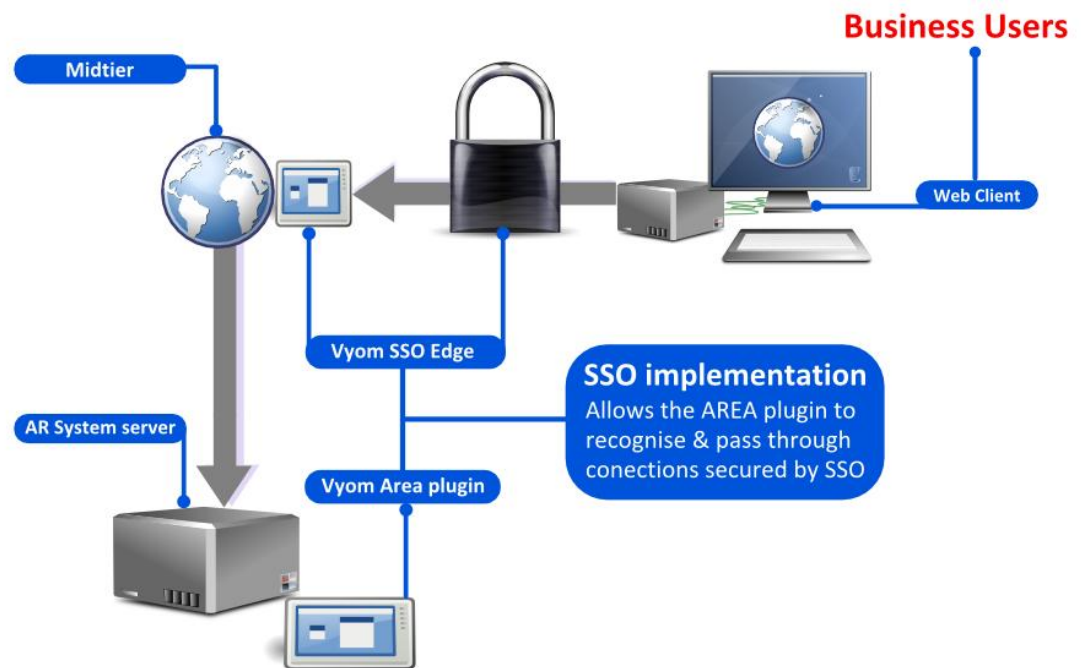


Support for Other SSO Server Environments:

Vyom SSO-Edge allows seamless sign-in to BMC Remedy ITSM as soon as users sign into the implemented SSO solution. Vyom SSO-Edge can support your custom SSO environments.

Additionally, Vyom SSO-Edge for BMC Remedy also supports a number of SSO environments including CA SiteMinder, Novell Access Manager, CA SiteMinder, IIS, OpenID, IBM Tivoli, RSA Access Manager (ClearTrust), OpenSSO, etc.

The architecture of Vyom SSO-Edge solution used to enable SSO for BMC Remedy with your corporate SSO solution is shown picture below.



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