




Upgrade headaches with BMC Remedy ITSM?

Upgrading BMC Remedy ITSM has never been easy.

The complexity, business disruption and cost are so daunting that many companies repeatedly postpone their Remedy ITSM upgrade. ITSM is typically so highly integrated into business operations, that the impact of a failed upgrade can be mission-critical. Consequently, more and more companies are choosing to migrate to ServiceNow rather than undergo a complex and expensive upgrade of their legacy Remedy ITSM system.

The benefits of a successful migration to ServiceNow are indisputable; you can expect reduced operating costs, lower capital expenditure and an improved user experience, not to mention elimination of complex and expensive upgrades.

However, the process of moving to ServiceNow from BMC Remedy ITSM can be disruptive to your business and include hidden costs and challenges. The operational impact of running your old and new systems in parallel, loss of historical data and managing the cutover are just some of the issues which can impact your success. For some customers these challenges have meant that upgrading to ServiceNow simply hasn't been viable.

Migrating to ServiceNow has never been easier

Now you can take advantage of the first automated Remedy to ServiceNow migration solution, to seamlessly upgrade to ServiceNow. Move to a superior ITSM solution without impacting your daily operations or losing historical data. With no more hidden costs or complexity, you can migrate faster and more easily than ever before.

Our ServiceNow-certified experts, responsible for 300+ successful ServiceNow projects and implementations, use Alderstone CMT, the industry's fastest BMC Remedy ITSM migration tool, to ensure your migration to ServiceNow is quick, simple, and cost-effective.

Alderstone CMT provides auto-discovery and analysis capabilities to enable even heavily customised Remedy ITSM applications to be migrated quickly and easily to ServiceNow.

“ Working in a rapid development environment simply would not have been possible with Remedy. Since migrating to ServiceNow we have a more agile service management platform which is capable of supporting our ITSM needs

for years to come ”

Large media company

Choose a cheaper and faster upgrade to ServiceNow
the next-generation service management solution

Fast, efficient migration from Remedy to ServiceNow

➤ No Impact to Daily Operations

All live ITSM data can be automatically migrated to ServiceNow minimising the impact on the business.

- Agents can continue working seamlessly on live Incidents, Problems, and Changes
- Users need to use just one self-service portal to find all their issues
- Avoid the impact of managing IT services across two systems in parallel

➤ Migrate from any version of ITSM

Alderstone CMT enables migration from all versions of BMC Remedy ITSM, providing an automated migration path at a fraction of the cost of the conventional methods.

- Migrate from On-premise or Cloud hosted Remedy ITSM
- Migrate even heavily-customised Remedy ITSM applications

➤ Powerful Data Transformation

Legacy data such as Operational and Product Categorisation along with live operational data can be transformed according to your specific needs.

- Clean up legacy data issue and improve reporting
- Move to a standardised, best-practice data model
- Eliminates a traditional bottleneck for a migration project

➤ Migrate ITSM to the Cloud

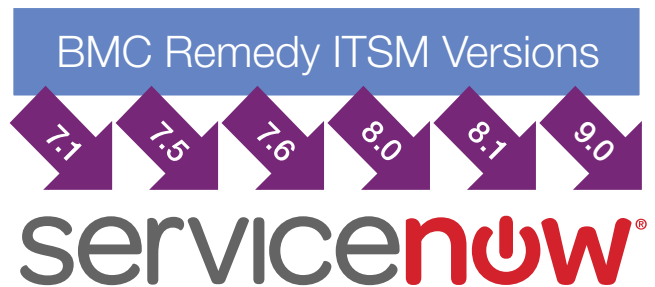
Migrate to a platform that was designed and built with the cloud in mind.

- Move your ITSM to the cloud with ServiceNow
- Migrate from BMC Remedy-On-Demand to ServiceNow

➤ Retain Historical Data

As much historical data as is needed for your business to support ITIL compliant processes and your operational and legal data retention requirements can be migrated to ServiceNow.

- No loss of data, simply migrate the right level for your business
- Ensure regulatory and business compliance



➤ Automated Analysis and Migration

Automated analysis combined with rapid transformation and migration of Remedy ITSM data reduce costs and time to go-live.

- Significantly reduce migration costs
- Lower project risks
- Focus on the business transformation, rather than data issues

➤ Designed for Multi-Tenancy

Safely extract individual customers from an multi-tenant Remedy ITSM system and upgrade them to ServiceNow.

- Enables a gradual transition to ServiceNow
- Ensures no disruption to other customers on the same platform



What can TeamUltra do for you?

TeamUltra is the UK's leading ServiceNow Partner with over 300 successful projects and implementations. For more information about migrating from BMC Remedy to ServiceNow please visit www.teamultra.net. If you have any questions or would like to find out more, please contact us:

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