

Aperture™ Integration Manager

■ Infrastructure Management &
Monitoring for
Business-Critical Continuity™

Benefits

- **Integrates data exchange and process flow to improve data center management.**
- **Specific packages, tools, utilities and documentation provide two-way integration to enhance service-centric decision making.**
- **Utilizes Web services standards for data exchange to provide integration with a wide variety of third-party systems and tools.**
- **Robust Web portal technology enables global deployment.**

Enterprise data centers rely on multiple IT Service Management (ITSM) systems to manage their complex processes, resources and infrastructure data. Many of the management systems deployed in the IT infrastructure are not designed to work together. When mission-critical information is not transferred between systems, the results are inefficiencies such as redundant applications and duplication of information bases.

When it comes to successfully managing complex data center environments and delivering the level of service required to meet business demands, interoperability is crucial. With Aperture Integration Manager, IT organizations gain the guidance and assistance they need to successfully integrate multiple infrastructure applications and systems in complex data center environments.

Aperture Integration Manager is a fundamental component of the Aperture product line for managing physical assets in an enterprise data center. The framework of packages, tools, utilities and documentation for integrating and interoperating with other ITSM systems facilitates comprehensive, accurate data sharing and process integration that can improve operational control, enhance planning and management and reduce maintenance costs.

With Aperture Integration Manager, you can:

- Increase efficiency and communication while eliminating delays in execution by integrating processes and operations between IT groups.
- Improve decision making and planning by consolidating information between systems, e.g., matching dependencies on physical resources with application demand or business services.
- Reduce expenses by resolving discrepancies between asset (financial) and operational management systems.
- Streamline maintenance, problem diagnosis and resolution by quickly linking together data about specific resources or activities in multiple systems.
- Integrate the Aperture Configuration Repository into a federated Configuration Management Database (CMDB) as the system of record for the data center physical infrastructure.

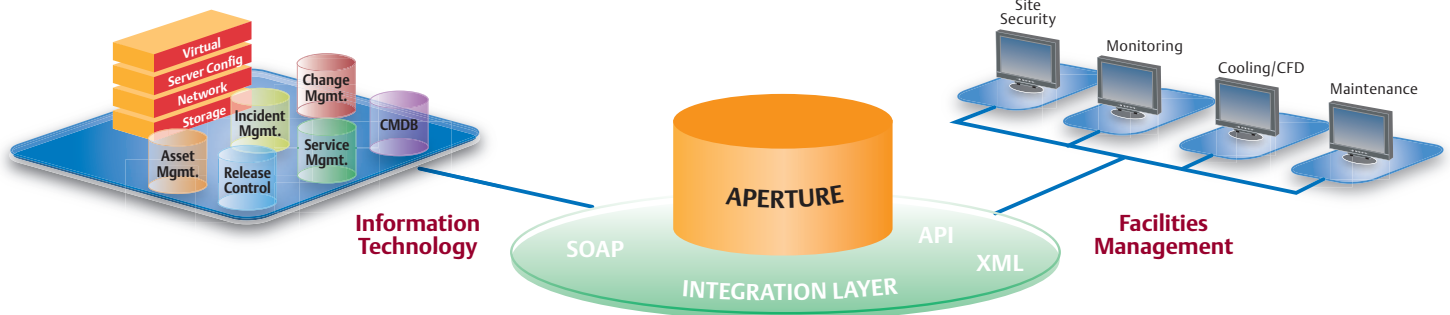


Tools to Quickly Complete Complex Integration

- Packaged and certified interface for BMC Remedy Change Management integrates enterprise change management processes with Aperture data center equipment install, move and decommission processes. The integration allows each installation request in Remedy to be invoked automatically in Aperture and the request status to be automatically reported back to the Remedy system.
- Tools and framework to integrate with Asset Manager, HP UCMDB and HP Release Control for such functions as synchronizing asset records, mapping the physical infrastructure with the logical business relationships and transferring attribute information on specific events.
- Two-way SOAP driver utility provides flexibility and automation by invoking Web services procedures and functions to bring data stored in other systems into Aperture products. It also provides information to other ITSM systems and triggers processes in ITSM.
- As data changes in process steps within Aperture products, auto-scripting automatically exports the information directly to external data sources.

Ongoing Best-Practice Documentation

- Fully documented integration methods and procedures provide insight into the vision and objectives of integration into ITSM and the future of data center automation based upon the experience of Aperture and its Fortune 1000 customers.
- Periodic updates offer an understanding of state-of-the-art methods and techniques for integrating ITSM systems and how these can be applied in your organization.



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