

Kelverion

Integration Pack for BMC Remedy Action Request

Automation for BMC Remedy ARS

The Kelverion Integration Pack for BMC Remedy ARS is a compliant integration for Microsoft System Center 2012 R2 Orchestrator or System Center 2016 Orchestrator.

It supports the Remedy Versions 7.x, 8.x or 9.x

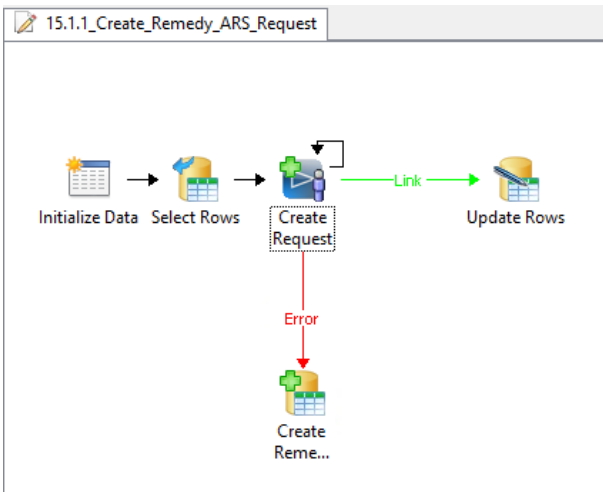
The Integration Pack enables users to create, update, get and monitor records in BMC Remedy. It delivers a range of re-usable objects to automate IT-Functions such as:

Service Desk

Create service records from a wide range of enterprise management tools or custom sources.

Monitor Service Records

Monitor for new or changed service records to automate the diagnostic/remediation process.

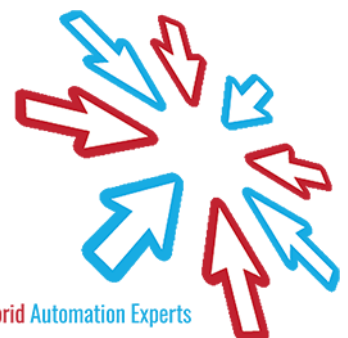


IP FOR BMC REMEDY ARS ACTIVITIES

- | | |
|-----------------------------|--|
| Advanced Search | Search a Remedy AR System form for requests using Remedy advance search criteria |
| Create Request | Create a new request in the Remedy AR System form |
| Delete Request | Delete a request from a Remedy AR System form |
| Download Attachment | Download an attachment on an existing request Remedy AR System form |
| Get Request Activity | Retrieve requests from a Remedy AR System using definable filter criteria |
| Monitor Request | Monitor a Remedy AR System form for new and/or modified records using definable filter criteria. |
| Update Request | Update one or more fields of an existing request in a Remedy AR System form |
| Upload Attachment | Upload an attachment to existing requests in a Remedy AR System form |

Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.

Find out more at <http://www.kelverion.com>



Cloud & Hybrid Automation Experts