BMC SOFTWARE

Managed Hosting I Managed Security I Disaster Recovery I Backup as a Service

bmcsoftware

ABOUT BMC Software:

For more than 30 years, BMC has helped thousands of companies around the world master tough IT challenges. From mainframe to cloud to mobile, from the back room to the boardroom, BMC delivers the automation, integration, and sophistication that enable the business and IT to perform like never before. To learn more, visit bmc.com.

INDUSTRY: Technology | CO. SIZE: 6000+ | WEBSITE: www.bmc.com

01 THE SITUATION

BMC Software's solutions would be familiar to many IT executives around the globe. Their software has set the benchmark for best practice, and includes acclaimed products like BMC Remedy ITSM.

BMC saw the Australia/New Zealand region as an important strategic market and they wanted to meet their customers' growing demand for a Software- as-a-Service delivery model. They decided to offer BMC Remedy ITSM as an on-demand solution hosted in the Australian cloud to address their customer's concerns about data sovereignty. The locally hosted Cloud platform would also provide faster transaction speeds - in the order of a tenfold - as Australian customers would no longer have to run a solution hosted in the US.

To achieve these aims, BMC needed an Australian hosting provider that could help them deliver the high quality service their customers expected. As Chip Salyards, BMC's Vice President for Asia Pacific points out, "We wanted the best operator of infrastructure to help us deliver the best customer experience."

02 THE MACQUARIE SOLUTION

BMC embarked on an exhaustive selection process for a hosting provider in Australia, says Chip Salyards: "It was a lengthy and complex process, and we started with a list of seventeen potential vendors." Many criteria were involved in the process, but two of the most important were high availability and security.

Availability was key because an IT service management solution like Remedy OnDemand has to be accessible by BMC's customers as needed across different time zones. To ensure this was achieved, BMC had to evaluate the provider's service levels and the capabilities that backed them. These included factors such as data centre certifications, dual-data centre capabilities, backup and recovery services, network capacity and failover, and proven Certifications.

Security had to be rigorous at all times because sensitive data, ranging from confidential medical records to bank account numbers, is attached to most helpdesk files.

A final consideration was the hosting provider's reputation, which would indicate whether service levels would be met consistently over the long term.

03 THE RESULTS

BMC ultimately selected the Macquarie Telecom LAUNCH Enterprise Cloud with reserved and quarantined compute, memory and storage resources. A replicated environment in our Sydney and Canberra data centres provides rapid disaster recovery, and certified security through managed firewalls, intrusion prevention and 24x7 monitoring. Both data centres have ISO 27001, ASIO T4 Highly Protected Status and DSD Gateway Certifications. We also provide secure, redundant high-speed internet access for BMC customers.

BMC's reasons for selecting us went far beyond infrastructure. Our reputation was also key, which was verified by his personal experience says Chip Salyards: "It's also about people. I met with the founders and executives, and felt very comfortable that BMC and Macquarie Telecom shared the same passion for service excellence. They put customers first, don't offer excuses, and meet their SLAs."

Chip Salyards goes even further: "Macquarie Telecom gave us good and impartial advice right from the start. We consider them to be a friend as well as a partner. We're excited about the relationship and how it will help us with future initiatives."

CUSTOMER OUTCOMES

"THEY PUT CUSTOMERS FIRST"

"I felt very comfortable that BMC and Macquarie Telecom shared the same passion for service excellence. They put customers first, don't offer excuses, and meet their SLAs."

Vice President, Asia Pacific, BMC Software

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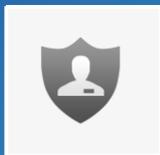
Chip Salyards, Vice President, Asia Pacific, BMC Software

HOSTING SOLUTIONS:

Managed Private Cloud
Some businesses may need the extra assurance of having their applications on separate, dedicated servers. In this secure Private Cloud environment, we can also virtualise your dedicated hardware.

Managed Security
Our suite of Managed Security products offers end-to-end, integrated protection. Designed exclusively for business and government, strong Service Level Guarantees help to ensure exceptional security.

Virtual Disaster Recovery (DR)
Virtual Disaster Recovery provides an affordable, managed solution to keep online applications running in the event of a disaster. Virtual DR builds a replica of your applications and data on a virtual server at an alternate hosting facility, and is linked by our private IP data network with guaranteed failover via the internet.

Backup as a Service
Using market leading technology from EMC, we provide intelligent agent software, secure connectivity, online restoration tools, offsite data storage and expert support, for cost-efficient, reliable and flexible backup.

Managed Storage (SAN)
A scalable and cost-effective storage solution. The SAN service offers highly available, on-demand storage built on industry-leading Dell-EMC Clarion technology for a monthly service fee and associated per GB usage fee.