

# Bi-Directional Data Flow, Event Integration and Synchronization for BMC® TrueSight® Operations Management™



Consolidate hardware monitoring with API-based and multi-threaded technology for a heterogeneous server platform and operating system with optimal volume-handling capabilities

As the need increases to deliver high-quality services on key applications and technology, more and more companies are turning to various management tools to manage their incessantly growing data and processes. However, using multiple tools can create disparate systems with limited user interfaces and workflows, and no way to seamlessly automate actions across the management products.

The key to optimizing application performance and availability is having the ability to automatically pinpoint root causes and predict problems before they occur, learn the behavior of all applications and IT infrastructure and initiate resolution processes from a single interface. Tech Data's event integration solutions provide operational transparency by effectively consolidating high volumes of event, application and infrastructure data from multiple tools so you can manage enterprise-wide data on one console.

[Integrate BMC® TrueSight® Operations Management™ capabilities with third-party management tools for a simplified, convenient and cohesive environment](#)

## Event to Event Synchronization

[Microsoft® System Center Operations Manager to BMC® TrueSight® Operations Management™](#)

Gain the ability to forward Microsoft System Center Operations Manager events through TrueSight, simplifying hardware monitoring in a heterogeneous server and operating system environment. Filter alerts by connector subscription as well as create customizable mappings between Microsoft alert fields and BMC event slots for the most straightforward data. Tech Data integration for BMC TrueSight can run on the Microsoft System Center Operations server or on its own server, as long as there is network connectivity for easy and convenient access.

### System Requirements:

- Operating Systems: Microsoft Windows, UNIX®
- Microsoft Windows Server 2008 or higher with Microsoft .NET framework 3.5
- BMC TrueSight 9.x/10.x
- Microsoft System Center Operations Manger 2007, 2012, 2016

[Hewlett-Packard Enterprise Network Node Manager i to BMC® TrueSight® Operations Management™](#)

Event integration between HPE Network Node Manager i and BMC TrueSight Operations Management provides immediate visibility of high-priority incidents in physical and virtual network infrastructure to one console for environment-wide event and service impact management. Incidents from HPE Network Node Manager i are sent directly to TrueSight based on Network Node Manager i notifications and iiWS 7.4 event polling for easy monitoring and managing events from multiple sources on one console. Event levels are synchronized with bi-directional data flow. If a user changes the status of an event in BMC TrueSight, the corresponding incident or event in HPE Network Node Manager i reflects the change, and vice versa.

### System Requirements:

- Operating Systems: Microsoft Windows, UNIX®, Linux
- Microsoft Windows 2008 R2 Server or higher
- Red Hat Enterprise Linux
- BMC Service Impact and Event Management 7.x or higher (compatible with IIWS 7.4) OR BMC TrueSight 9.x/10.x
- HPE Network Node Manager i 9.xx / 10.xx

## Event to Ticket Synchronization

[BMC® TrueSight® Operations Management™ to Hewlett-Packard Enterprise® Service Manager](#)

Automatically create and route rich help-desk tickets to the appropriate support person responsible for incident and problem resolution with Tech Data integration for BMC TrueSight Operations Management and HPE Service Manager. Users can use HPE Service Manager as their ticketing system to view and manage all of the necessary alerts being reported from BMC TrueSight - with custom filters put in place that allow only alerts of interest to be forwarded. This integration uses the Web Services API to create the connection between TrueSight and HPE Service Manager, allowing users to translate alerts into an interpretable HPE Service Manager entry and create a ticket in the HPE database.

### System Requirements:

- Operating Systems: Microsoft Windows, UNIX®
- Microsoft Windows 2008 R2 Server or higher
- Java Development Kit (JDK) 1.7+
- BMC Impact and Event Management 7x or higher, OR BMC TrueSight 9.x/10.x
- HPE Service Management 7x or higher (web service should be enabled)

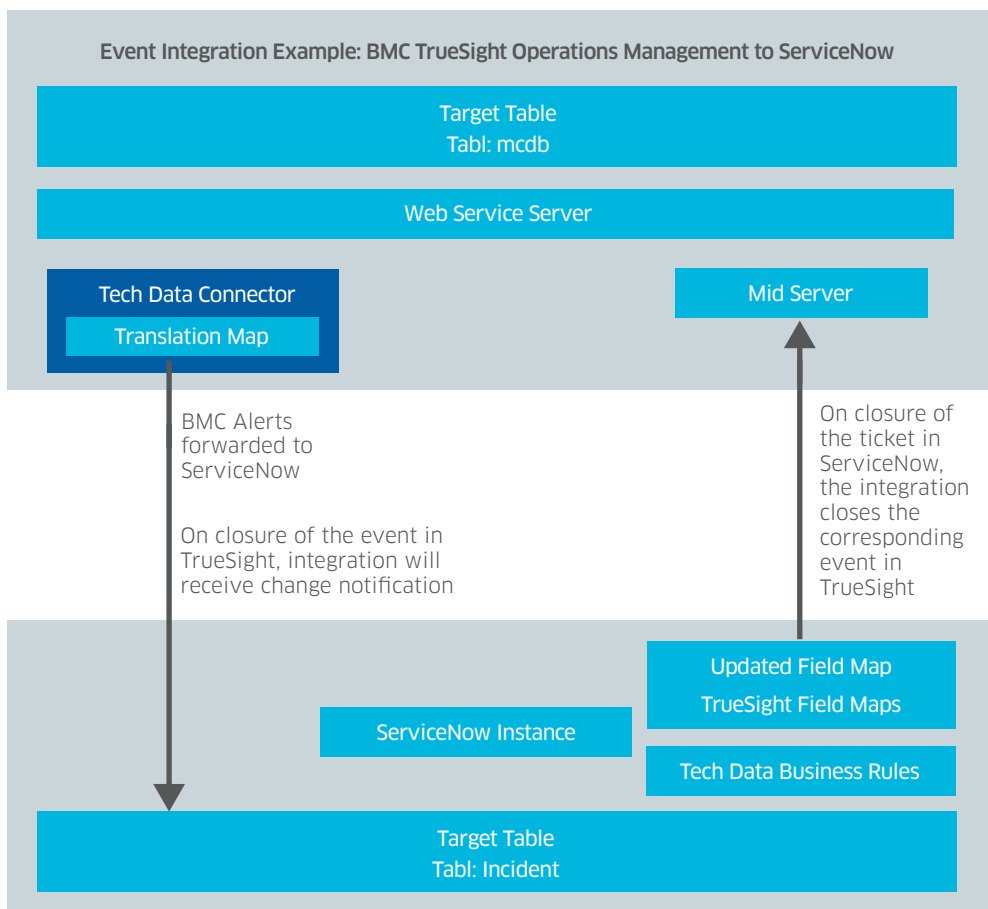
## Event to Ticket Synchronization

### BMC® TrueSight® Operations Management™ to ServiceNow®

Through this integration, alerts from BMC TrueSight Operations Management are automatically generated as tickets in ServiceNow Incident Management, allowing users to better understand and manage how events affect the business. With bi-directional data flow and synchronization between the two products, configurations and alerts can be filtered so that only applicable alerts of interest are shared. When a user modifies or closes an event in TrueSight, the corresponding ticket in ServiceNow is also modified or closed accordingly and vice versa.

#### System Requirements:

- Operating Systems: Microsoft Windows, Linux, Solaris, AIX
- Microsoft Windows 2008 R2 Server or higher
- Red Hat Enterprise Linux
- Java Development Kit (JDK) 1.7+
- BMC Impact Solutions 7.x, or BMC TrueSight 9.x / 10.x
- ServiceNow Fuji, Geneva, Helsinki



Contact Tech Data today for a demo or 30 day free trial.

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