

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

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 leave 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. Keyva 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 Helix 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 Helix Operations Management™**

Gain the ability to forward Microsoft System Center Operations Manager events through Helix, 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. Integration for BMC Helix 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 2012 R2 or higher with Microsoft .NET framework 4.0 or higher
- BMC Helix 11.x.xx
- Microsoft System Center Operations Manager 2012 or higher

#### **Micro Focus Network Node Manager to BMC Helix Operations Management™**

Event integration between MF Network Node Manager i and BMC Helix 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 MF Network Node Manager i are sent directly to Helix based on Network Node Manager i notifications and iiWs 7.4 or higher, 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 Helix, the corresponding incident or event in MF Network Node Manager i reflects the change, and vice versa.

#### **System Requirements**

- Operating Systems: Microsoft Windows, UNIX®, Linux
- Microsoft Windows 2012 Server or higher
- Red Hat Enterprise Linux
- BMC Service Impact and Event Management 7.x or higher (compatible with IIWS 7.4 and up) OR BMC Helix 11.x.xx
- MF Network Node Manager i 9.xx and up (with SDK API)/10.xx or up



## Event to Event Synchronization BMC Helix Operations Management™ to Micro Focus Service Manager

Automatically create and route rich help-desk tickets to the appropriate support person responsible for incident and problem resolution with Keyva integration for BMC Helix Operations Management and MF Service Manager. Users can use MF Service Manager as their ticketing system to view and manage all of the necessary alerts being reported from BMC Helix 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 MF Service Manager, allowing users to translate alerts into an interpretable MF Service Manager entry and create a ticket in the MF database.

### System Requirements

- Operating Systems: Microsoft Windows, Microsoft Windows 2012 Server or higher, UNIX®
- Java Development Kit (JDK) 1.8
- BMC Impact and Event Management 7.x or higher, OR BMC Helix 11.x.xx
- MF Service Management 7.x or higher (web service enabled)

## Bi-Directional Integration of BMC Helix Events into ServiceNow® Tickets

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

### Event to Ticket Synchronization

#### BMC Helix Operations Management to ServiceNow®

Through this integration, alerts from BMC Helix 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 Helix, the corresponding ticket in ServiceNow is also modified or closed accordingly and vice versa.

### System Requirements

- Operating Systems: Microsoft Windows, Linux
- Current Microsoft Windows Server with Desktop Experience
- Current Red Hat Enterprise Linux
- Latest Java Development Kit (JDK) min 1.8
- Latest BMC Helix Operations (Helix Sub-System)
- Latest ServiceNow Release + Previous Two Releases

