

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 Orchestrator.

It supports the Remedy Versions 9.x, 19.02 and 20.02

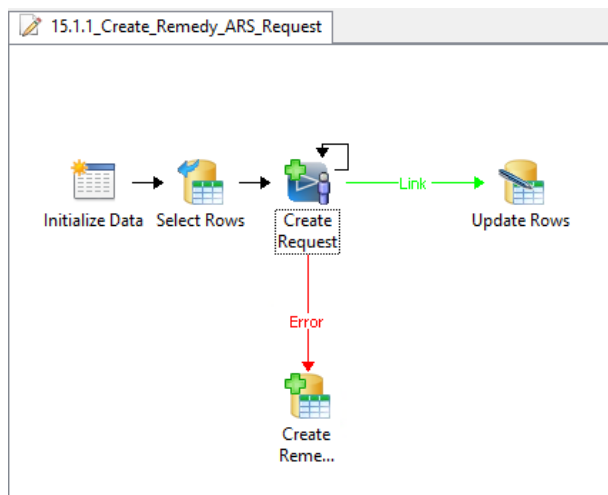
The Integration Pack enables users to create, update, get and monitor records in BMC Remedy. It delivers a range of re-usable objects to automate IT-Functions such as:

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>

