

IP for BMC Remedyforce

Orchestrator Integration for BMC Remedyforce

Remedyforce is one of a number of new Cloud based Service Desks now available to companies.

RemedyForce is an ITSM application offering from BMC built on the Salesforce App Cloud.

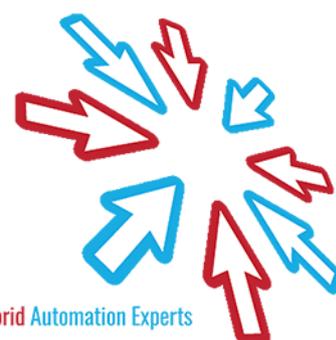
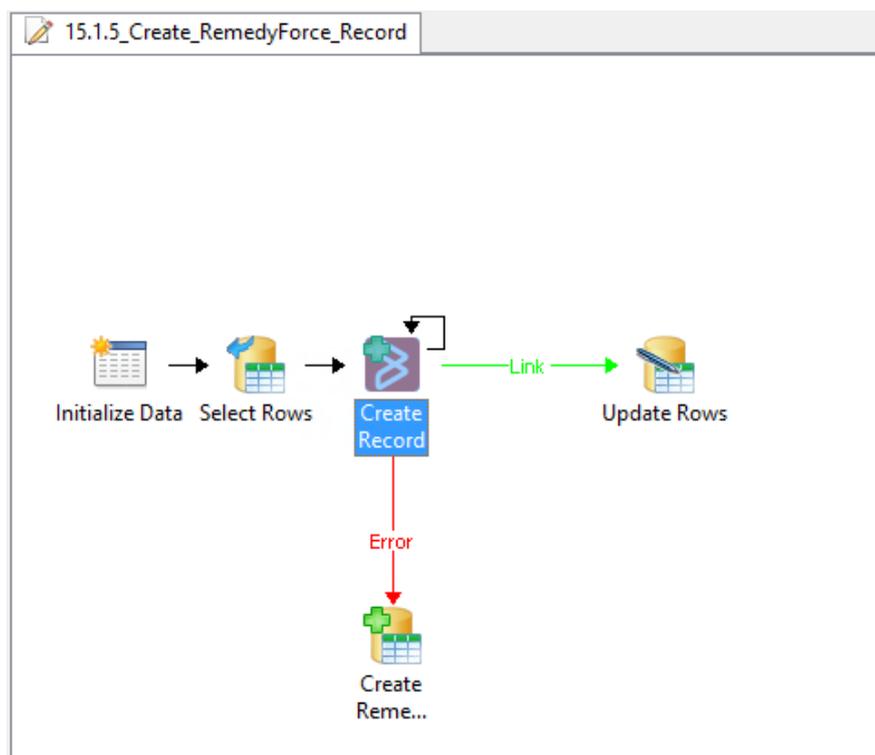
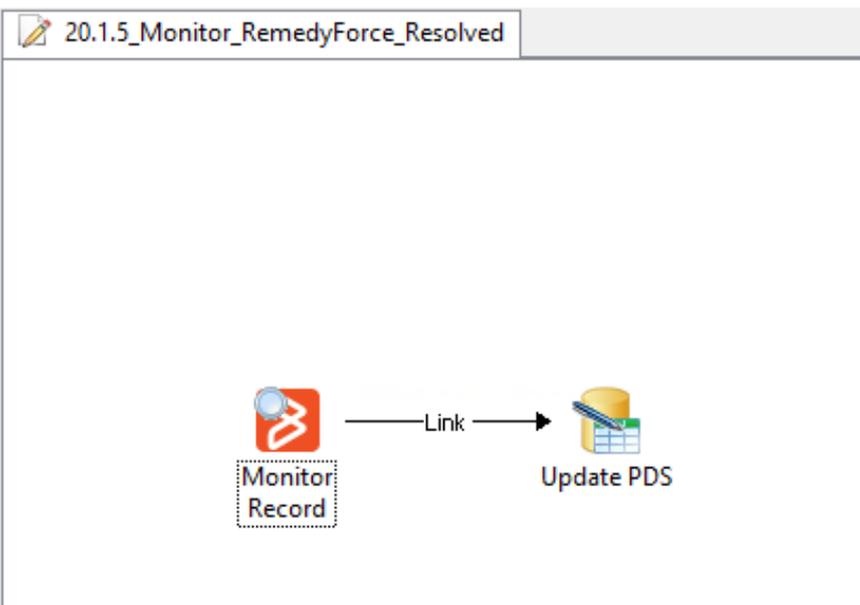
The Integration Pack for BMC Remedyforce is a compliant integration for the Microsoft System Center Orchestrator IT Process Automation Solution and supports BMC Helix Remedyforce 20.21.01.

The Integration Pack enables users to create, update, get and monitor records in BMC Remedyforce.

The Integration Pack 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.



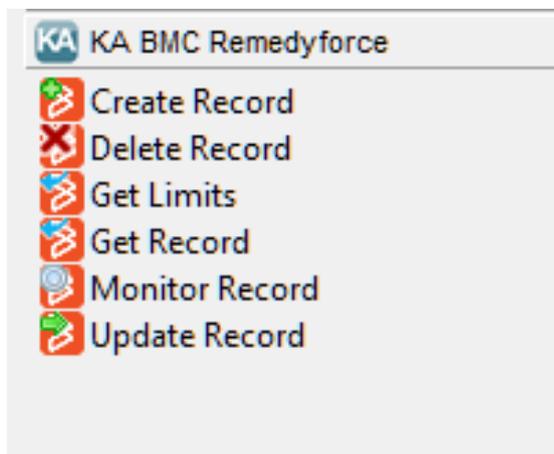


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IP FOR BMC REMEDYFORCE ACTIVITIES

Create Record	Activity dynamically creates new BMC Remedyforce records using standard or customised BMC Remedyforce forms.
Delete Record	Activity deletes specific records.
Get Limits	The Get Limits Activity can be used to retrieve Salesforce API limits for your Remedyforce environment. The Activity returns both the maximum allowed and the current (remaining) values for the day. You can use this activity to monitor the status of your daily API calls (requests). If your integration tends to reach close to the daily limits for your organization, the Get Limits Activity can be used to throttle your Remedyforce Runbooks so that the API call limit is not reached during periods of high volume.
Get Records	Activity returns records meeting specific filter conditions.
Monitor Record	Intermittently polls BMC Remedyforce for Records meeting specific filter conditions that have been created or updated and returns the resulting Requests as Published Data.
Update Records	Activity updates specific records.

For more information on the Kelverion Integration Pack for BMC Remedyforce please contact info@kelverion.com.



Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

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