

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.

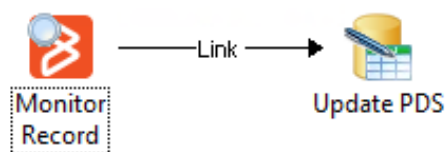
This Service Desk offering from BMC provides an ITSM application built on Salesforce App Cloud.

As companies look at the many different service desk products available in the market place they are wondering how they can continue to leverage their investments in System Center. This Kelverion Integration Pack for BMC Remedyforce enables bi-directional integration between your System Center suite and Remedyforce.

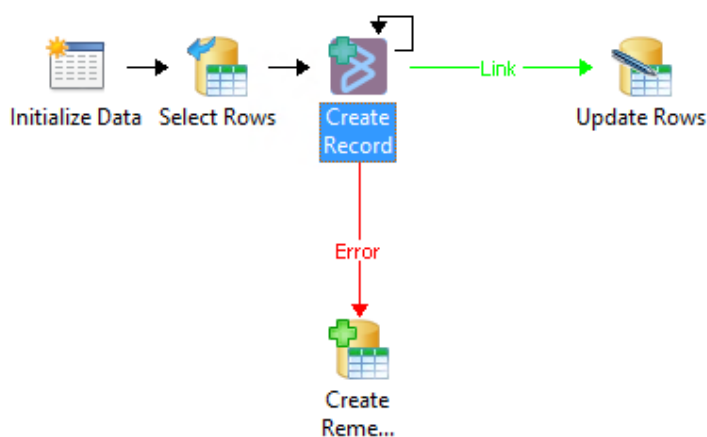
The Integration Pack for BMC Remedyforce is a compliant integration for the Microsoft System Center 2012 Orchestrator IT Process Automation Solution and supports BMC Remedyforce version 20.16.01.

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

20.1.5_Monitor_RemedyForce_Resolved



15.1.5_Create_RemedyForce_Record



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.





Kelverion

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.

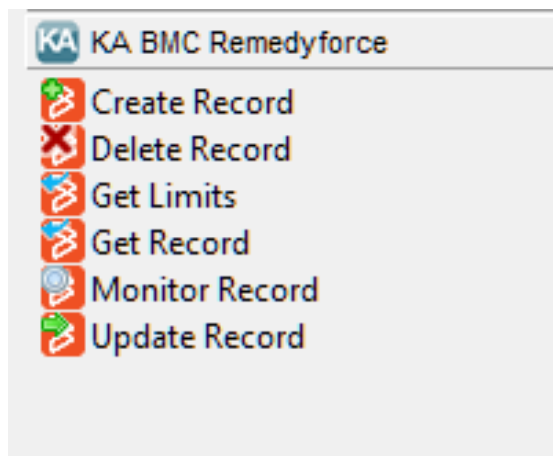
Monitor Record

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 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>
