

Special Offer

Evaluating the SAP Operations Tools Landscape To Take Pressure Off Your Busy Basis Team

In light of soaring costs for maintenance and support, companies must work harder than ever to maximize business benefits and cut expenses. SAP environments add the complexity of NetWeaver, compounding the pressure to perform. This report details tools and resources to lower the cost of maintenance and improve service while operating in SAP.

- [Read the white paper](#) -

Tips/Tricks

Best Practices for Backup & Restore in BMC® Performance Manager for SAP Solutions

Using the Backup/Restore function in BMC Performance Manager (BPM) for SAP Solutions product, you can back up customization as a simple ASCII file. Later, you can restore customization on the same system or distribute it to others, using a single backup file many times. Read this white paper to plan the best approach to your backup and restore processes.

- [Read more](#) -

Resources

Business Service Management for the SAP Environment

This white paper details a real-world proactive incident and problem management scenario in the SAP landscape to show how BSM and ITIL philosophies can improve processes. Learn how to reduce costs, lower risk of business disruption and benefit from an IT infrastructure built to support business growth and flexibility.

- [Read the white paper](#) -

Case Study UPMC Implements Business Service Management to Automate Critical Processes Tied to Patient Care

When twenty hospitals in the University of Pittsburgh Medical Center decided to move to paperless patient records across the system, BMC Software solutions made the transition go smoothly.

- [View the case study](#) -

BMC Interactive Insights Brings Answers about Transaction Management to the Small Screen

Get answers and insights about end-to-end transaction management with BMC Interactive Insights. It's a hands-on, interactive learning experience that includes interviews with BMC

EDITOR'S NOTE

SAP® offers a unique set of opportunities and challenges for the IT world. In this issue of Infrastructure Insights we show you how to get the most business benefit and efficiency from the SAP environment. You'll find real-world scenarios, links to helpful Webinars, white papers and lots of other resources that can help you find the solutions you need to optimize efficiency, while conserving resources. As always, we encourage and welcome comments or ideas for future articles. Drop us a line at insightseditor@bmc.com.

Enjoy,
Insights Editor

FEATURE ARTICLE

SAP Taps Solution Manager for Future Maintenance Updates

SAP's Solution Manager has lots of fans — and plenty of foes. Is the company being too rigid in requiring all maintenance updates to be tied to this set of tools and documents? Read about the view from both sides of the fence and learn the details about what the future holds for your SAP environment and Solution Manager.

- [Read the Article](#) -

BMC ARTICLE

Architect Your SAP Environment with a Business Perspective

SAP applications may not be omnipresent, but they do power business processes in more than 32,500 companies around the world. Learn how BMC Software offers the help you need to accelerate Business Service Management maturity with optimized and auditable best-practice workflow and integration for incident-to-resolution process in SAP environments.

- [Read The Article](#) -

UPCOMING EVENTS

Using ITIL Best Practices to Optimize Your SAP Environment

Tuesday, October 3, 2006
11:00 a.m. CDT

Hosted by SAP Insider, this Webinar features AMR Research Director Derek Prior discussing the critical need for more business-focused management of SAP environments. He will also

and industry experts, downloadable white papers, and other resources. View the program at your own pace and choose from business or technical perspectives.

- [Make the shift now](#) -

BMC Performance Manager: Cornerstone of Your ITIL Implementation

Whether you're just thinking about ITIL or are ramping up an implementation, this white paper will help you understand key components of the ITIL service delivery process such as Availability Management. Learn how to enhance the value of BMC Performance Manager in your enterprise.

- [Read the white paper](#) -

In the News

CIO Today

A Map to Your Infrastructure

News Factor Magazine Online

The Many Sides of Application Optimization

Computerworld

BMC Ties Mainframes into Broader Systems Management Scheme

New tools feed mainframe system info into central database

eWeek

BMC Test-Drives New Dashboard

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address how ITIL methodologies and Business Service Management (BSM) processes significantly improve IT service levels, leading to better business performance.

- [Register now](#) -

Connect with BMC Performance Manager: More Value with Less Operational Cost and Effort

BMC Performance Manager / PATROL customers will learn a Best Practices approach to adoption and migration of the BMC Performance Manager product family at one of these complimentary intensive one-day labs:

September 21 - Mclean, Virginia

September 21 - Dallas, Texas

September 26 - Houston, Texas

October 12 - Toronto, Canada

Leveraging Virtualization Technologies to Maximize IT Investment – A Six-Part Series

Ensure virtualization is supporting business by learning how to leverage ITIL processes and best practices in conjunction with BMC Software products and services.

- [View now](#) -

What's New with BMC Performance Manager 2.1?

Find out how you can collect and integrate performance data -- in a single, centralized system -- from resources monitored with BMC Performance Manager agents (formerly PATROL agents) and those monitored remotely.

- [View Now](#) -

Infrastructure and Application Management Webinars

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