



ActionProgram Manager

The Only Complete Remedy-Based Program Management, Resource Management and Time and Expense Tracking System.



Project Remedies Inc.

Leveraging your Investment in
BMC's Remedy
Action Request System.

ActionProgram Manager and ActionPortfolio Manager make up Project Remedies Inc.'s IT Governance Suite. They were developed with BMC's Remedy Action Request System. They are the only IT Governance Suite that integrate with an Asset Management System, and help:

- Reduce Costs.
- Improve Services Quality.
- Speed Time to Market.
- Integrate Staff into a Single Resource Pool.

"ActionProgram Manager is the only PM system that I've ever seen work. Normally, PM systems require users to know everything up front and they just can't. APM is dirt simple and because it runs on Remedy, we customized it to fit our processes and business rules."

"With APM, all work was brought into one system, so generating the resource management reports we needed to run on business became simple. In addition, we eliminated the need for MS Project Server."

One Product - One Architecture - One Governance.

[ActionProgram Manager](#) is the only fully-functional program management system running on the BMC Remedy Action Request System and the only program management system that integrates with an asset management application. [ActionProgram Manager](#) can be used standalone, with other Project Remedies products, and or with other Action Request System-based applications including BMC's Remedy IT Service Management Suite. It helps management solve the "balancing resources problem," balancing resources across new projects and maintenance projects.

Total Cost of Ownership. . . . Without the Major Integration Project.

By using only applications that run on BMC's Remedy Action Request System application, all of the information necessary for effective resource management and determining Total Cost of Ownership is in one system. This approach eliminates the need for the costly and time-consuming major integration project required to bring the data from disparate products together. This approach saves time (you will be surprised how much) and eliminates the need for duplicate entry.

With our approach, one product, the Action Request System, is used for all requests as well as the work tasks that come from these requests. Since you know who made the request and what business unit they work in, you can relate the time spent on each task back to this person and this request. Whether it is a request that results in a single task being worked, a work order / service order / change order (i.e. multi-task process being worked), or a project and their related tasks, all of the tasks are connected back to the original request. That way, you can easily report back to the VP of each business exactly what you are doing for them, and the time and costs involved. P&L statements for each customer can be generated, i.e. "running IT like a business."

Six Program Management Uses for [ActionProgram Manager](#).

- Scheduled and Unscheduled Asset Outages. With an interface with Remedy's Asset Management System.
- Release Management. In ITIL terminology, a release is a large change.
- Software Development projects.
- Operations projects.
- IT Governance. [ActionProgram Manager](#) is the only PM system integrated with PRI's [ActionPortfolio Manager](#).
- Bug Reporting. With an interface with Remedy's Help Desk and Change Management applications.

Rapid Implementation. Leveraging your Remedy Investment and Reducing Risk.

It literally takes less than one hour to install [ActionProgram Manager](#) on your existing Remedy environment. Often, integrating it with your existing notification system and customizing it to fit with your specific requirements can take a week or two.

Because it runs on your existing Remedy Action Request System platform, it leverages your investment in licenses, user training and administration.

For more information on [ActionProgram Manager](#), please see your PRI or BMC representative.



Project Remedies Inc.

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About Project Remedies Inc.

Project Remedies Inc. is a leading provider of enterprise management solutions, particularly in the areas of IT Governance, Resource Management and IT Costing. Project Remedies Inc. has been in the Remedy community since the company started in 1993, and is a BMC partner in BMC's Technology Alliance Partner program. For more information about Project Remedies Inc., visit www.pri-us.com

About BMC

BMC Software, Inc. is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2007 revenues of more than \$1.58 billion. For more information about BMC Software, visit www.bmc.com