Add Users – Not Licenses

Overview

Finding the correct mix of BMC Remedy AR System fixed and floating licenses and assigning them to the right people is a daunting task. The fact that ITSM applications are licensed separately does not make the task any easier. The result is that the vast majority of Remedy customers are over-licensed.

RRR|*License* will solve these problems by stating the optimum mix of fixed and floating licenses as well as which user should have which type of license.

Business Benefits

Reduce Remedy license and support costs

By answering questions such as "How many fixed and floating licenses do we need?" and "Can we exchange current fixed and floating licenses between users to increase the license buffer or to remove a license shortage?" **RRR**|*License* enables you to make the best possible use of your Remedy licenses.

If you are about to buy new Remedy licenses, investing in **RRR**|*License* pays off immediately. In the typical case, **RRR**|*License* will increase the floating license buffer by 30% of the current number of floating licenses. In a system with 50 floating licenses, the floating license buffer increase would be 15 licenses at a value of more than USD 30,000.

Budget licensing needs more accurately

By knowing how close you are to the license limit and by using the simulator to examine the effect of additional users on the license situation, budgeting next year's license need becomes much easier.

Ensure full access to the system

Monitoring license usage will ensure that you are always within the boundaries of the license limit. Crossing the boundary will result in reduced organizational efficiency and dissatisfied users.

Save time

User license exchange functionality makes license optimizing a matter of minutes, not hours, saving time over home-made solutions.

Key features

• User list with recommendation on which type of license (fixed or floating) each user should have
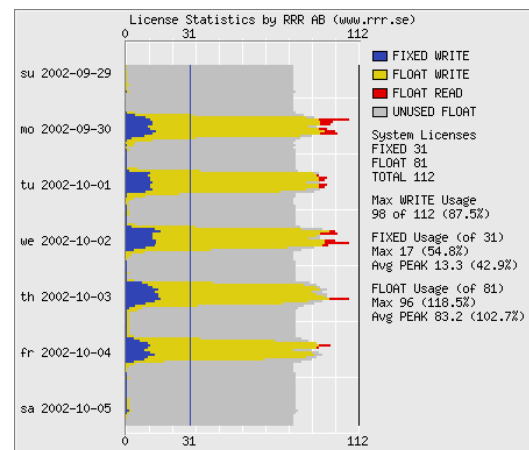
• Suggested system license exchange for maximum license efficiency (exchange one floating for 2.5 fixed or vice versa)

• Run license optimization for regular server licenses as well as ITSM7 application licenses (the latter requires Remedy release 7.0.1 patch 3 or higher)

• Graphical presentation of log file data

• Maximum and average usage statistics

• Graphs displaying the simulated result of user and system license exchanges, indicating how many licenses can be saved by proper license optimization

• Review statistics on usage per user (login time, peak hour usage, usage trend, floating license rejects etc)

• Review statistics on usage per hour in the log file (number of users with a fixed or floating license)

• Use the change planner to compute how many additional licenses you need if you add new users and **RRR**|*License* optimization is not sufficient

• Save multiple log instances for comparison over time

• Moving users from one type of license to the other is made easy by the possibility of importing a user exchange file

• Offline version available.