

PROOF OF CONCEPT MIGRATION TO BMC HELIX

Quickly migrate to the BMC Cloud

ALDERSTONE

THE CHALLENGE

Customers considering moving to the Cloud are reluctant to consider the BMC Cloud due to previous difficult and expensive upgrades with BMC Remedy ITSM.

These customers are most at risk of moving to other Service Management Solutions.

THE SOLUTION

In only two weeks, demonstrate an upgrade to out-of-the-box Helix running on the BMC Cloud including all of the customer's Production data Demonstrate how easy migration can be and overcome customer skepticism.





PROOF-OF-CONCEPT MIGRATION IN TWO WEEKS

Delivering a fully operational Helix system on the BMC Cloud with the latest, greatest ITSM application including all of the customer's data is a very strong tool for converting a customer from maybe to yes.

WHAT IS INCLUDED?

Out-of-the-box, fully working installation of BMC Helix
All Production data for all modules upgraded to Helix
SMART Reporting

OPTIONAL EXTRAS

SMART IT, MyIT, Cognitive Service Management
Selected, non-conflicting application customisations

OUT OF SCOPE

Complex customisations and/or workflow incompatible with Helix
System Integrations

5 EASY STEPS

- 1 Deploy BMC Helix
- 2 Restore/FTP overnight backup of Production database
- 3 Install & configure ALDERSTONE CMT
- 4 Migrate all data to Helix with ALDERSTONE CMT
- 5 Demonstrate upgraded system

ARCHITECTURE FOR MIGRATION TO THE BMC CLOUD

There are two options for how data will be migrated to BMC Cloud. Neither of these options requires a direct connection into the customer's network, as the data will be uploaded to the BMC Cloud using FTP.

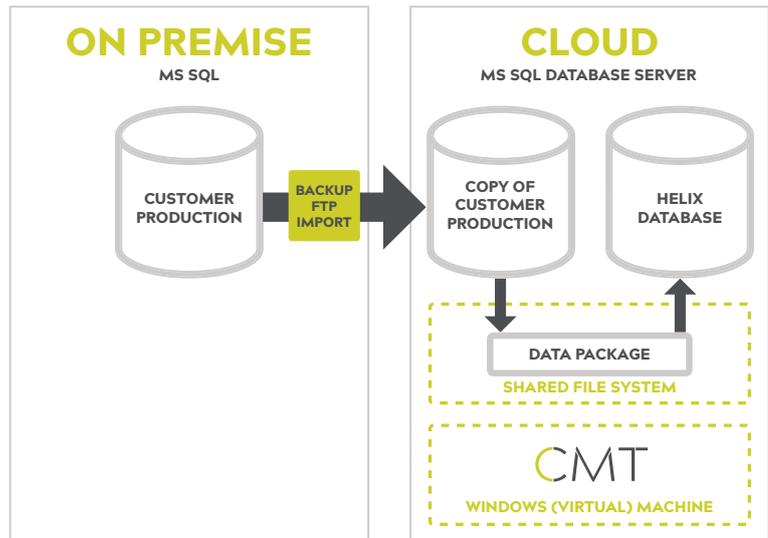
OPTION 1. UPLOAD DATABASE TO THE BMC CLOUD

A database backup from the current Production system is transferred to the BMC Cloud using FTP, and restored into an MS SQL database.

Alderstone CMT, integrated into the BMC Cloud, migrates & upgrades all data into a new instance of Helix.

This is the easiest implementation approach but may only be used for customers using MS SQL.

- **NO ON-PREMISE ARCHITECTURE**
- **SECURE - NO DIRECT CONNECTIVITY REQUIRED**
- **ONLY FOR MS SQL**



OPTION 2. MIGRATE DATA TO THE BMC CLOUD

Alderstone CMT is installed on the Customer site and integrated into the BMC Cloud.

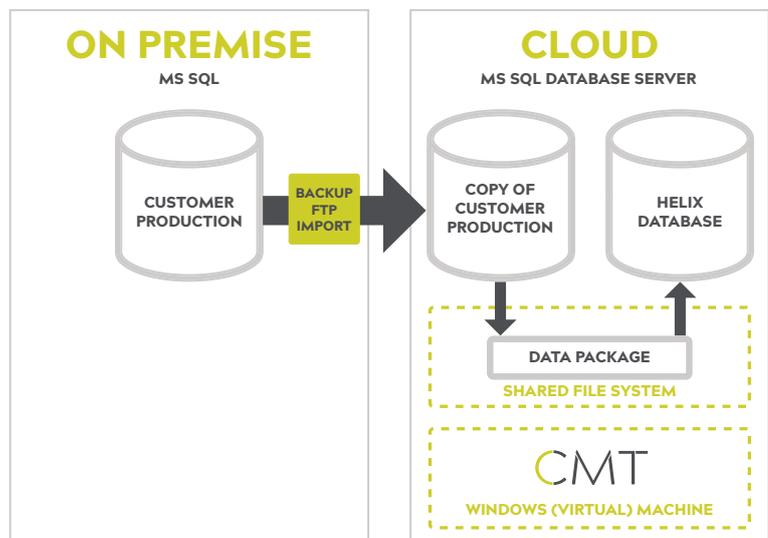
A database backup from the current Production system is restored into a onpremise database.

On-premise CMT exports data, which is FTP transferred to the BMC Cloud.

BMC Cloud CMT, imports & upgrades the uploaded data into a new instance of Helix.

This method may be used for customers using either MS SQL or Oracle.

- **FOR ORACLE OR MS SQL**
- **SECURE - NO DIRECT CONNECTIVITY REQUIRED**
- **REQUIRES ON-PREMISE ARCHITECTURE**



TECHNICAL REQUIREMENTS

BMC HELIX ON THE BMC CLOUD

You will need an instance of BMC Helix ready to migrate to on the BMC Service Management Cloud. Putting the customer's data into the Cloud, typically requires security authorization. We recommend that you secure this approval in advance.

FTP CONNECTIVITY TO THE BMC CLOUD

You will need the ability to FTP data to the BMC Service Management Cloud from the customer on-premise data center. This data will either be a full database backup from the on-premise Production database or a CMT data extract. You do not need a direct connection into the customer's Production infrastructure.

COPY OF CURRENT PRODUCTION DATABASE

To prove that migration to the BMC Cloud can be seamless, you can migrate all of the customer's latest Production data. If using Option 2, to avoid any performance impact to current Production, we recommend restoring the overnight database backup of Production to another on-premise database before extracting data. Alderstone CMT does not need an ARS Server connected to this parallel database.

INSTANCE(S) OF ALDERSTONE CMT

Alderstone CMT is integrated into the BMC Cloud, and you should request a dedicated instance for the Proof of Concept migration. If you are using Option 2, then you will also need an on-premise installation of Alderstone CMT.

ENOUGH FILE SYSTEM & DATABASE SPACE

Alderstone CMT migrates data by exporting to and from the local file system.

Both file systems used for migration and the new Helix database will need enough space to hold all of the data in the scope of migration. We recommend sizing these components 20% larger than the size of the current Production database.

If file system or database space are constrained, then it is easy with CMT to include only a subset of the data from Production.

Connectivity requirements for the on-premise file system vary slightly between underlying database types. Please refer to the Alderstone Architecture & Database Tuning Guide for full details.

BE PREPARED

The architecture for the new installation of BMC Remedy ITSM and Alderstone CMT must be ready both on-premise and on the BMC Cloud prior to the start of the Proof of Concept. It is not possible to rapidly upgrade if you have to wait 2 weeks for network connectivity approval.

MINIMAL RESOURCES

The end-to-end Proof of Concept upgrade can be implemented by just one Remedy ITSM engineer with basic Alderstone CMT training.

BMC Consultancy Services have trained Alderstone CMT engineers in N.A. & India.

Alderstone can provide skilled engineers directly or via BMC MarketZone.



ON PREMISE EXAMPLE ARCHITECTURE

When using on-premise installation of Alderstone CMT to migrate customer's data to the BMC Cloud Option 2 then you will need the following architecture:

- Windows machine for Alderstone CMT
- Windows Database backup from current Production restored onto a database server
- Windows File System to hold the exported data

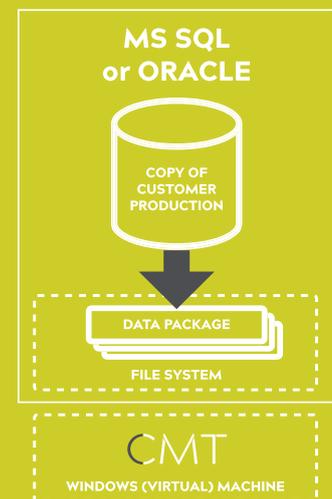
The architecture is critical for the optimal performance of the data migration and must be in place prior to the start of the Proof of Concept.

ARCHITECTURE IS CONSTRAINED?

If new architecture cannot be found for the Proof of Concept then it is possible to re-use existing architecture. For example, use the Development database server to host the backup from current Production. Alderstone CMT does not require an ARS server to be used where there are constraints on new architecture.

DISK SPACE IS CONSTRAINED?

If there are constraints on the disk space available for the database then Alderstone CMT can be used to migrate a subset of data, for example, only include live Tickets. This can significantly reduce the disk space requirements for the File System. If you do not have enough space to create a copy of the current Production database then you may extract data directly from the Production system, but this should be done out of core business hours due to performance impact.



APPLICATION CUSTOMISATIONS

This rapid upgrade methodology is easiest and fastest if you can migrate to out-of-the-box ITSM.

This is very powerful if the customer is considering reducing their cost of ownership by reducing customisations.

However, it is easy to include a subset of customisations in a one-week Proof of Concept. Overlays for additional fields for out-of-the-box Forms & Custom Forms and workflow can usually be migrated to the new Helix system in a few hours.

Migrating some Forms & workflow can reassure some customers that their critical customisations will not be lost in a real upgrade.

MUST HAVE ALL CUSTOMISATIONS?

If the customer needs their customisations included, then you can allow an additional, time-boxed, week to migrate a sample set of customisations.

The 80/20 rule applies, so this will allow the majority of customisations to be included. Technically incompatible customisations will not be in scope.

This will enable an informed discussion about the work involved for incompatible customisations which enhances technical credibility.

Of course, all customisations will be lost if migrating to an alternative Service Management solution.

WE'VE BEEN PROVIDING HIGH-QUALITY SOLUTIONS FOR THE IT SERVICE MANAGEMENT SECTOR SINCE 2008.

Our product, Alderstone CMT, is the industry-leading data migration tool enabling companies to upgrade, move to the cloud or consolidate BMC Remedy platforms at a fraction of the cost of legacy methods.

We provide consultancy in the following areas:

PROGRAMME MANAGEMENT

PROJECT MANAGEMENT

BMC REMEDY ITSM CONSULTANCY

SYSTEMS INTEGRATION

ALDERSTONE
SERVICE MANAGEMENT SOFTWARE & CONSULTANCY



INFO@ALDERSTONE.COM

WWW.ALDERSTONE.COM