

REMEDY

PRODUCT BRIEF

Action Request System® Product Suite

The Action Request System delivers more value at a fraction of the cost of traditional application development and deployment environments.

Extend the reach and functionality of AR System® applications

Increasing efficiency and cutting costs is essential for organizations to survive and excel in a world of increasingly intense global competition. To improve operational efficiency and personal productivity, you must replace outmoded manual systems with robust business applications that streamline and automate business processes. The Action Request System (AR System®) from Remedy provides a highly adaptable application foundation and a cost-effective development environment optimized for building and customizing Service Management solutions. With the AR System you get the flexibility and agility you need to respond to business opportunities and provide application solutions that meet the needs of a changing business environment.

AR System is a sophisticated application development and deployment platform that enables you to rapidly build and power flexible applications that create, automate, and extend your business processes. Whether you're an information technology (IT) professional with extensive development experience or a business manager with no programming background, you can quickly develop and deploy robust applications for Windows, Web, and handheld users. Best of all, the AR System delivers more value at a fraction of the cost of traditional application development and deployment environments. AR System delivers a number of important capabilities. Integration services enable you to access valuable corporate data from databases, Web services, legacy applications, scripting engines, lightweight directory access protocol (LDAP) directories, and other data sources, and consolidate that data in AR System forms. Extensive scalability and multiple language views of the same application speed and simplify global deployment. And, Web-centric authoring tools simplify the process of bringing applications to the Web—applications that give Web users the same dynamic, intuitive, and rich experience as Windows client users.

The AR System is the foundation of a comprehensive product suite. The suite's complementary products enhance AR System applications and extend their capabilities in several important ways, including:

- Access to AR System-based applications and data using wireless devices and Palm Powered™ handhelds
- Migration and synchronization of application changes between development, test, and production servers
- Linking of approval, agreement, or acknowledgment processes to any application for automatic routing of approval requests
- Graphical presentation of AR System data to enhance the tracking and management of critical business processes
- End-to-end encryption of all communication to ensure secure access

These products integrate seamlessly with the AR System, effortlessly expanding AR System applications and extending your business processes. As a result, you increase operational efficiencies, reduce costs, and increase productivity, making your business more agile and more responsive to changing market demands.

AR System Wireless

Maximize the productivity of mobile workers

AR System Wireless enables you to extend the power and reach of your AR System workflow applications and data to your mobile workforce. The result: You can quickly and economically eliminate manual processes that hamper the productivity and effectiveness of your field technicians, sales representatives, manufacturing personnel, warehouse staff, and other mobile workers. With AR System Wireless, employees can view, enter, and update information online and in real time, speeding access to information, eliminating redundant efforts, and reducing the risk of error. Any phone or PDA using Wireless Application Protocol (WAP) and a Microbrowser that is compliant with Wireless Markup Language (WML) can be used. This includes WAP-enabled phones and personal digital assistants (PDAs) with WML browsers, such as the Palm Powered handheld, Pocket PC®, and Blackberry RIM (Research in Motion®) devices. AR System Wireless installs easily on AR System, and your administrator can quickly create wireless views of your applications using simple drag-and-drop operations.

AR System Link for Palm Powered™ Handhelds **Corporate data at your fingertips**

Millions of mobile professionals depend on Palm Powered handhelds to stay informed and maintain high productivity as they move about during the business day. With AR System Link for Palm Powered Handhelds, you can enable these people to tap into and update business-critical information from AR System applications right from their handhelds. Mobile employees can also use Symbol Technologies SPT barcode scanners to collect data for applications. People can view, enter, and update information on their handhelds and synchronize it at their convenience instead of struggling with time-consuming and error-prone paper-based methods of working with information. By giving people remote access to the information they need, you can accelerate support processes, as well as improve customer relationships, operational efficiency, and mobility. It's easy, fast, and economical to incorporate AR System Link for Palm Powered Handhelds into your applications. All you need is the Configurator on the AR System server and the Remedy Conduit on the user's PC desktop. The administrator configures the specific data to be accessed from the Palm Powered handheld using simple point-and-click operations. Users simply sync the Viewer Application onto their Palm Powered handhelds.

AR System Enterprise Integration Engine **Expand the power of AR System applications across your enterprise**

With AR System Enterprise Integration Engine (EIE), you can accelerate the bridging of AR System powered applications to enterprise systems, including leading ERP Systems such as Oracle Applications, EAI middleware such as MQ Series, and industry-specific back office systems such as billing and credit card systems. These integrations lower your costs and leverage your existing IT investments. EIE ties Remedy's best-of-breed front-end applications to best-of-breed back office applications. This powerful Integration Engine, when coupled with adapters, facilitates bi-directional, event-driven, and real-time or scheduled transfers between any application built on the AR System and any other enterprise system. You can use the EIE to bi-directionally transfer single or multiple records according to a schedule, or triggered by an internal or external event. An intuitive graphical interface lets you easily configure rules to exchange AR System application data with data in other systems.

AR System Approval Server **Speed decision-making with paperless approval processes**

Approvals are a necessary part of many business processes. With AR System Approval Server, you can add the power of automated approvals to your applications, eliminating the delays, errors, and lack of accountability of paper-based approval processes. Best of all, you don't have to build a separate electronic approval process for every application. AR System Approval Server routes approval requests to the right approvers, in the right order, and in the fastest possible time. Because it is common to all applications, AR System Approval Server provides a consistent look and feel for everyone in the approval process, regardless of the application to which it is tied. Approvers approve, reject, hold, or reassign requests easily and conveniently. Built-in contingency handling ensures that approvals are completed quickly and properly within the system. Full approval functionality is available through Web browsers, significantly lowering application deployment and maintenance costs.

Using simple configuration forms, you can create, modify, maintain, and monitor approvals, customizing approval processes to meet your specific business needs—all without programming. AR System Approval Server tracks and monitors approvals at every stage and provides approvers, managers, and requesters with up-to-the-minute information about approval status. Detailed audit trails provide historical data on every approval for full accountability.

AR System Flashboards® **Business-critical information at a glance**

To maintain your competitive edge, you have to proactively monitor business processes and resolve issues quickly before they snowball into problems. After-the-fact reports don't provide the visibility managers need to make informed business decisions in a timely manner. AR System Flashboards provides visibility and insight into performance by presenting key metrics graphically, dynamically, and in real time through easy-to-read color-coded graphs, charts, and meters. You can use a Windows client or Web browser to monitor important business processes and identify issues at a glance.

Therefore, you can resolve issues quickly, address potential problems proactively, and gain valuable insight into operations trends. It's easy to create and customize displays, selecting and displaying the metrics that are most meaningful to your organization and the graphics that best represent those metrics. You can set thresholds that trigger visual warnings and alarms when exceeded, notifying you immediately when an activity level is not meeting expectations.

AR System Migrator

Streamline your maintenance and change processes

In today's fast moving business world, it's essential that you continually update your applications to keep up with changing business requirements. With the AR System, updating applications is easy. And with AR System Migrator, it's also easy to deploy updated applications. With AR System Migrator, you can update applications on a development AR System server before deploying them in a production environment, eliminating the risk of disrupting day-to-day processes. AR System Migrator then migrates the changes to production servers quickly and easily. This automated migration process saves hours of administrator time and ensures that all AR System servers are up-to-date and synchronized.

Administrators can migrate all AR System server workflow object definitions from one server to another or they can specify server objects for migration, including forms, workflow objects, Distributed Server Option (DSO) mappings, and data. Powerful differencing and dependency capabilities allow administrators to pinpoint changes or related objects quickly and migrate only the changed or dependent information. AR System Migrator installs easily on a client workstation and runs independently of the AR System server. It integrates with the AR System through the same application programming interfaces (APIs) as AR System Administrator, so there's no additional integration work involved.

AR System Distributed Server Option

Expand the reach of AR System across applications and locations

The Distributed Server Option intelligently extends your AR System solutions to multiple applications and locations across your enterprise. You can centralize and distribute data and applications easily. The Distributed Server Option's unique design optimizes your business processes by providing information efficiently and transparently across specialized or geographically dispersed sites. When coordinating information among multiple sites is essential, use the Distributed Server Option. Each site retains autonomy for administration and operation and also benefits from sharing information with sites across your enterprise. The Distributed Server Option ensures data integrity by issuing "update rights," or the ability to modify an entry, to a single site. The danger of conflicting independent updates to an entry is eliminated. You specify the transfer rules—the Distributed Server Option ensures consistent data throughout the distributed environment.

AR System Encryption

Protect Network Data

As you extend your business processes to the Internet, you increase the exposure of sensitive information to unauthorized access. But the majority of security threats don't come from outside your organization. In fact, insider security breaches are on the rise. For this reason, you need to protect your sensitive applications and data from all unauthorized users—whether internal or external. AR System offers end-to-end security for your applications—protecting data on both sides of the firewall. The AR System has long supported strong security, with external authentication of passwords, group permissions to access applications, forms, fields and specific records, and Secure Sockets Layer (SSL) encryption. Now the optional AR System Encryption products, available with the AR System, secure the data link between the AR System Server and the Web server and between the AR System Server and Windows clients. By encrypting data flowing over this link, AR System Encryption prevents casual snooping of data from unauthorized users inside your organization. AR System Encryption is available in three versions that provide three levels of key strength. You select the version that provides the optimum tradeoff between security and performance for your environment.

Summary

AR System Product Suite delivers:

- **The ability to leverage existing IT investments**
Extensive integration facilities enable you to build applications that leverage valuable corporate data from databases, Web services, legacy applications, scripting engines, lightweight directory access protocol (LDAP) directories, and other data sources. You can consolidate data from multiple sources into AR System forms, simplifying and speeding information access for your users. The external data is treated as any other type of AR System data and can be acted upon by workflow.
- **A highly scalable development platform**
The AR System offers the configuration flexibility required to deliver global scalability. You can run multiple instances of the AR System in a single server and run multiple AR Systems with a single database. In addition, the AR System supports Web farm/cluster and load-balanced environments to ensure maximum performance under heavy user loads.
- **Global scope**
The AR System supports multiple language views of the same application. So you need only a single set of application logic to service users in multiple locales worldwide. This speeds development and simplifies maintenance of your global applications.
- **A rich user experience**
You can provide a dynamic and intuitive experience for Web and Windows users. They can view and perform workflow on all fields, including attachment and table fields. They can receive alerts. And they can create ad hoc reports as well as integrate with Seagate's Crystal Reports report generation tool.

About Remedy

Remedy is your source for Service Management solutions that meet your needs. Remedy has a successful track record of providing industry-leading Service Management solutions that enable organizations to reduce costs, improve quality of service, and maximize overall operational effectiveness. Remedy automates service-related business processes through a complete suite of best-practice Service Management applications, including IT Service Management and Customer Service and Support solutions. All Remedy products leverage the highly flexible Action Request System, a comprehensive development environment that delivers business process authoring capabilities to meet the unique requirements of organizations today and into the future.

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