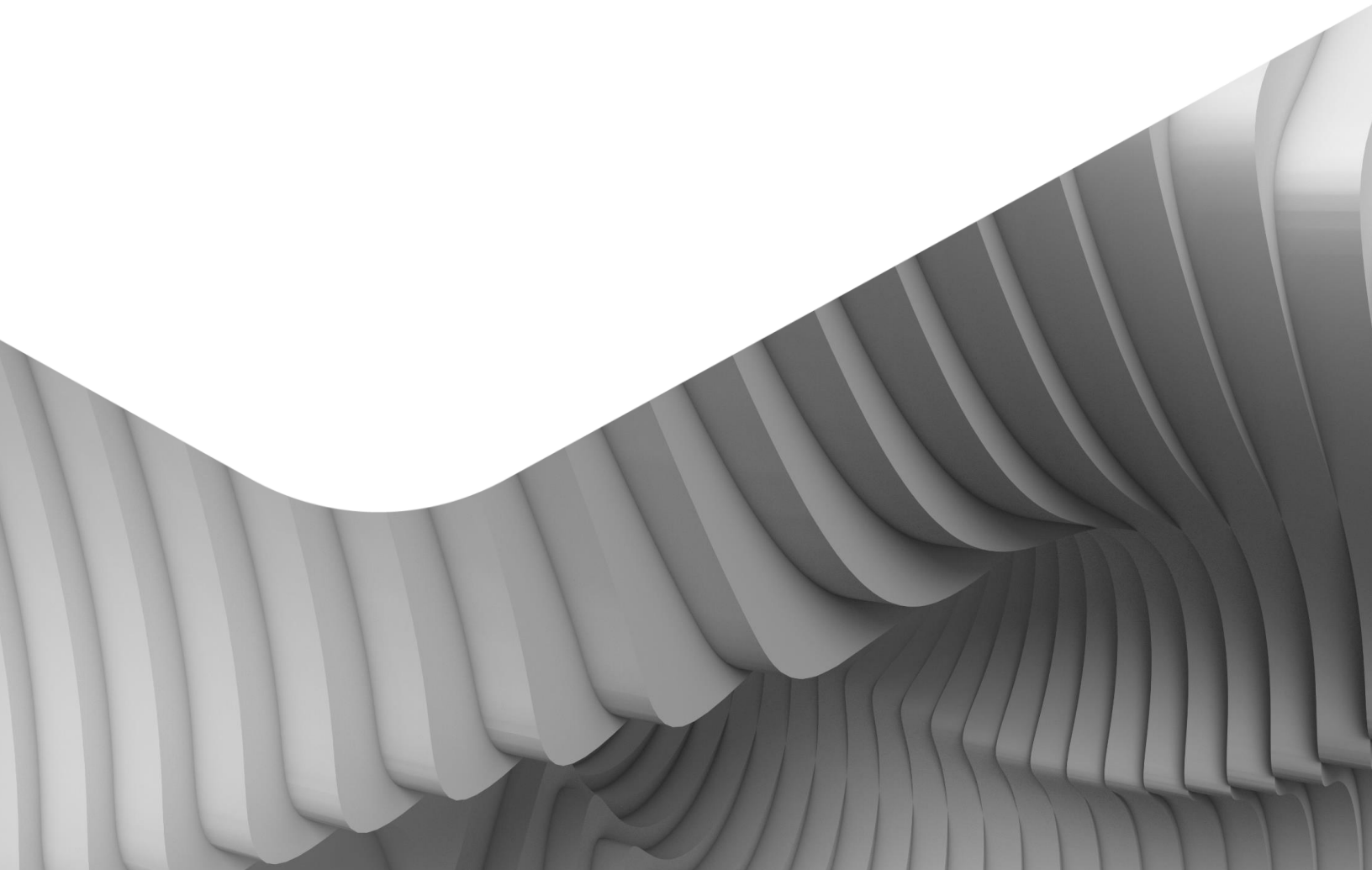


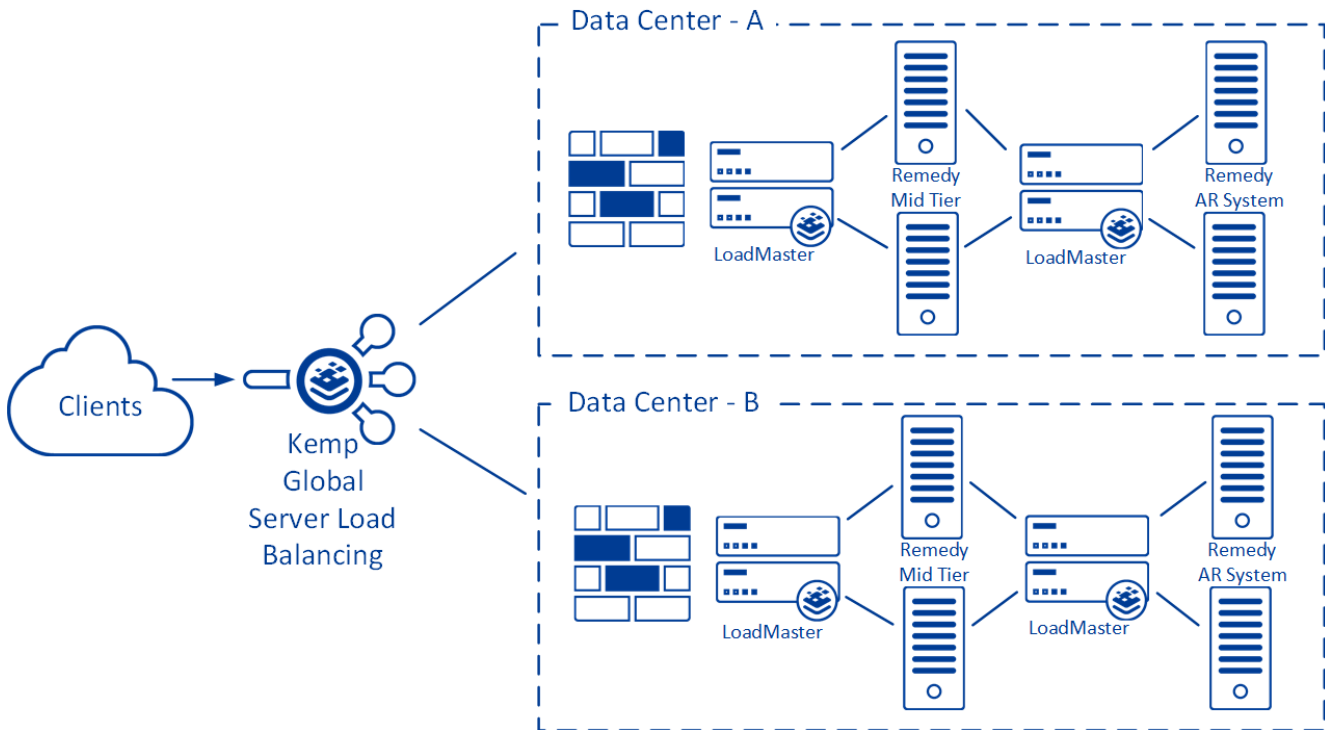


BMC Remedy &
Kemp LoadMaster
Solution Brief



Optimized with Zero Downtime

With the ever-increasing pace of change within a given organization, the need for modern IT Service Management (ITSM) has never been more essential. BMC Remedy helps solve operational challenges of the IT Service Management (ITSM) by automating standard ITIL processes. Kemp LoadMaster ensures BMC Remedy is optimized for performance and always available, therefore completing the ITSM solution.



Kemp LoadMaster and BMC Remedy solution

Customers deploying Remedy want to ensure the best possible availability as well as performance and security. Kemp LoadMaster delivers this functionality by publishing the Mid Tier and AR System Server components of Remedy. The Kemp LoadMaster load balancer distributes traffic to multiple backend Mid Tier and AR System Servers optimizing the performance of Remedy. In the event a server becomes offline either for scheduled maintenance or a system failure, the load balancer will direct all traffic to the other healthy instances.

To further enhance the performance of Remedy Mid Tier, the Kemp LoadMaster can be configured to provide TLS Offloading. This will allow all clients to use an encrypted connection (SSL/ TLS) to the load balancer to meet any security compliance. The connections from the load balancer to the Remedy Mid Tier servers can then be un-encrypted therefore reducing any SSL/TLS overhead on the backend systems. This approach delivers both security and performance including the necessary availability to deliver an always-on application experience.

Kemp LoadMaster Site Resilience

Providing high availability within a single BMC Remedy site is essential, but it is not uncommon for organizations to distribute these services across multiple locations. These deployments are often in different data centers and/or clouds, deployed in either an active/passive or active/active configuration. Kemp LoadMaster Global Server Load Balancing (GEO) provides intelligent geographic distribution of traffic based on proximity which provides better performance and, in the event of a complete site failure, directs all traffic to a healthy datacenter. Kemp GEO offers scheduling methods for directing traffic to sites hosting BMC Remedy, meeting the needs of every organization.

Federal Standards

Kemp is fully aware of and complies with federal mandates related to encryption, authentication, and interoperability. To meet federal requirements related to encryption, Kemp has certified its core operating system as mandated in Federal Information Processing Standard Publication 140-2 (FIPS 140-2). To meet federal guidelines related to multi-factor authentication, Kemp includes full support for smartcard-based certificate authentication for both administrative login as well as application access. This includes support for the US Government Personal Identification Verification (PIV) card and the Department of Defense Common Access Card (CAC). To meet federal guidelines related to interoperability, Kemp has successfully completed testing and certification under both the US Government IPv6 (USGv6) program and the Department of Defense Information Network Approved Products List (DoDIN APL) program.

Why Kemp LoadMaster

Kemp powers always-on application experience (AX) for enterprises and service providers. Kemp's agile per-app ADC/load balancing consumption model, predictive analytics, and automated issue resolution, radically simplifies how customers optimize, analyse, and secure their applications across private and multi-cloud environments. Enterprise, healthcare, government, or service provider customers running BMC Remedy benefit from enhanced performance and availability by including Kemp LoadMaster in their environment.

Technical Features

- FIPS 140-2 compliance
- CAC/PIV multi-factor authentication
- USGv6 compliance
- DoDIN APL compliance
- Site Resilience
- Application availability
- Application performance
- Application health checking

Benefits

- Compliance with Federal mandates
- Improved end user experience (speed, availability and resilience)
- Optimized use of application infrastructure

For more information visit: <https://kemp.ax/solutions/bmc-remedy/>