

SDE Anywhere™

Integration of Service Desk Express and SharePoint



Meritide's SDE Anywhere solutions for Microsoft SharePoint combine the integration capabilities of BMC's **SDE Web Services** with the capabilities of **SharePoint**. By providing SDE information, process, and content through the use of SharePoint, the value of SDE is maximized and the adoption throughout the organization is increased. SDE Anywhere provides a presentation layer to the end user that is more intuitive, more accessible, more configurable and more strategically aligned with the direction of the enterprise.

Incident Management

A more effective and accessible presentation for end users to show their incidents, department's incidents, or a specific group's incidents. Open, Close or modify a ticket from Sharepoint interface.

Asset Management

Show asset listing or verification for an individual (My Assets) or a department (My Group's Assets) from Sharepoint. Verify your individual asset information from Sharepoint portal based on a user definable schedule.

Change Management

Display a list of My Changes, or changes that will affect my department. Show change schedule, approval progress and change information from within Sharepoint. Display changes in Sharepoint on a GUI enabled calendar.

Knowledge Management

Execute knowledge searches from Sharepoint portal. Utilize the federated search capability of Sharepoint to get knowledge from Knowledge Management Express, closed tickets in SDE or any other data source specified (including the Internet). Display search results and access from within Sharepoint.

Features & Functionality

- Real Time Communication
- Display Whiteboard Communication from SDE to SharePoint for event notification
- Personalize delivery of relevant information using SharePoint's easily customizable interface
- Integrated with corporate portal strategy
- Automated standard communication
- Non-proprietary and intuitive interface
- Maximize Sharepoint investment
- Enterprise level solution
- Transform Sharepoint to an enterprise value proposition
- Link Sharepoint to your enterprise Service Management solution
- Add powerful workflow process for all end users
- Maximize usage and value of your Service Desk Express

Who We Serve

We have clients nation-wide that have deployed the latest BMC Remedy ITSM Suite, BMC Service Desk Express Suite, and Atrium CMDB. We have customized ARS-based Service Desk for large and small clients. We have completed ITIL process assessments and roadmaps and deployed Microsoft SharePoint in a variety of organizations.

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