

# Engyro Product Connector for Operations Manager 2007 to Remedy ARS

As the management and administration of today's enterprise applications becomes increasingly specialized, the need to share real-time event management information between support organizations becomes a key component for the successful management of all critical business systems.

The Engyro Product Connector for Remedy ARS is designed to provide enterprises of all sizes with a streamlined process of automatically creating tickets in their Remedy help desk application of choice based on alerts received in Operations Manager (OpsMgr). Once opened, synchronization is maintained between the help desk application ticket and the OpsMgr alert; ensuring any change (updates or closures) initiated in either system is immediately reflected in the other.

The result is a more robust and seamless management environment that provides significant correlation capabilities. These capabilities can be leveraged to design cross-organization support processes that maximize the resources and strengths of the formerly independent support groups.

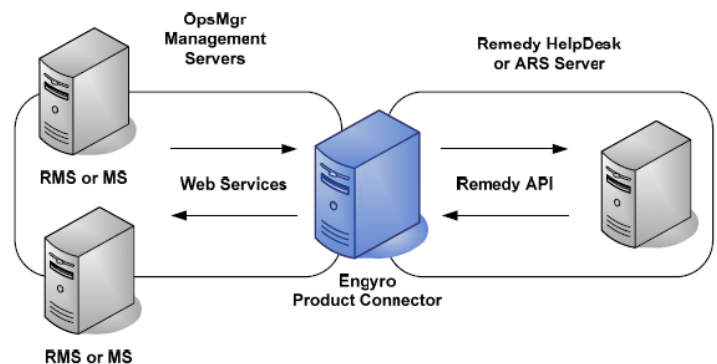
The ultimate effect is improved enterprise health, realized by the creation of a better support organization through cooperative and more informed decision-making.

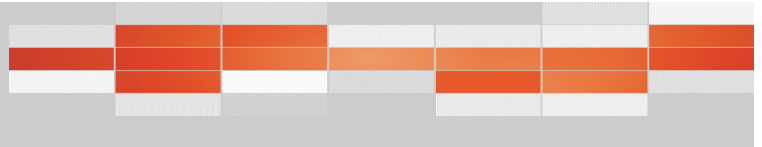
## Key Benefits

Fully customizable for your help desk application — The Remedy ARS Connector provides out of the box integration with your help desk application or can easily be adapted to work with any custom application. A built-in configuration utility provides a wizard-like interface for linking OpsMgr to your help desk application and forms.

Guaranteed creation and synchronization of help desk tickets — Alerts forwarded to your help desk application trigger an automated process that ensures alerts are received and acknowledged by your help desk application as each ticket is created. Synchronizations are handled in the same fashion; ensuring your help desk application and OpsMgr are always in sync.

## Typical Configuration





## Key Features

**Critical alert properties synchronized between OpsMgr and your help desk application** — Multiple alert properties including custom fields are kept in sync as events flow between OpsMgr and your help desk application. This enables specific event information to be shared between support organizations, further enhancing problem diagnostic capabilities.

**Customizable field mappings between OpsMgr and your help desk application** — The mapping of OpsMgr alert fields and your help desk application's fields is fully customizable. OpsMgr alert Severity and Resolution State can be mapped to any valid value within your help desk application. And unmapped fields can be automatically assigned values in the ticket from your help desk application. This high degree of customizability enables the Engyro Connector to fit into any Remedy help desk environment.

**OpsMgr Management Pack to monitor the Engyro Product Connector** — The Engyro Product Connector for Remedy ARS is equipped with a OpsMgr Management Pack written specifically to monitor the operational status of the product connector. Any problems detected by the management pack are immediately relayed to OpsMgr where automated notifications can be configured to alert appropriate support organizations.

**Automatic failover to other Remedy Server** — The product connector can be configured to automatically detect a primary Remedy server failure and transfer event flow and synchronization to another Remedy server in the configuration group.

For more information : <http://www.microsoft.com/opsmgr>.  
<http://www.engyro.com>

**Web Services Communication Mechanism** — The Engyro Product Connectors leverage .NET and industry standard web services to communicate between OpsMgr and your help desk application. It also supports your help desk application's encryption, resulting in an extremely efficient and secure communication path between the two systems.

## System Requirements

- Windows 2000/2003 Server/Workstation
- Systems Center Operations Mgr 2007

## Applications Supported

- Remedy ARS Environment:
  - ARS 5.0 and above
  - Remedy Help Desk 5.0 and above