Mobile Reach Solutions for BMC Remedy
Frequently Asked Questions

This document provides details about how Mobile Reach Splitware™ integrates with BMC© Remedy© to help you understand the capabilities and architecture of the Splitware platform. If you cannot find the answer you are looking for or want more information, please contact us at info@mobilereach.com.

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TECHNOLOGY ALLIANCE

Question 1: What BMC applications does Mobile Reach Splitware™ support? Can Splitware extend BMC Remedy Tasks? Does Splitware support Incident Management out of the box? Is Splitware preconfigured for out-of-box BMC Remedy applications?

Answer 1: Mobile Reach Splitware™ provides out-of-the-box and fully customizable mobile extensions to all Remedy applications that are available out-of-the-box. These include Incident/Problem Management, Tasks, Asset Management and Change Management for all versions of ITSM (including 7.5). In addition, these OOTB applications are optimized for specific mobile user duties and are customizable to meet specific requirements or to support an organization's Remedy modifications.

Question 2: Does Mobile Reach Splitware™ support custom ARS applications?

Answer 2: Yes. Mobile Reach Splitware™ specializes in supporting custom AR System applications because the Splitware platform has a direct API-level integration to Remedy ARS. No matter what forms your data is stored in, Splitware uses the same mechanism to retrieve information and write updates. Splitware does not have any dependencies on the Remedy ITSM application suite. Some examples of custom applications that have been extended to mobile devices using Splitware include: field service management, inspection reporting, evidence tracking, inventory management, and CRM. There are no restrictions on the Remedy applications that Splitware can extend.

Question 3: Does Mobile Reach Splitware™ support creating or modifying relationships between BMC Configuration Items (CIs) and Incidents or Tasks?

Answer 3: Mobile Reach Splitware™ provides support for both viewing existing and creating new relationships between Incidents and CIs, Change Requests and CIs, Tasks and CIs, etc. Creating and maintaining relationships between different records is a standard capability of the Splitware platform that can be used to support complex queries.

Question 4: Can Mobile Reach Splitware™ accommodate adding attachments to Remedy records?

Answer 4: Yes. Mobile Reach Splitware™ supports any attachment type, including PDF, Word, Excel, GIF, JPG, BMP, and audio files.

Mobile Reach

Question 5:   Can Mobile Reach Splitware™ accommodate signature capture?

Answer 5:   Yes. In fact, Mobile Reach Splitware™ was the first mobile platform to support signature capture for BMC applications. Signature capture is available on the touch-screen of any Windows Mobile or touchscreen-enabled BlackBerry device, as well as via separate signature-capture devices connected to non-touchscreen mobile devices. Signatures are stored as standard images in Remedy for later viewing/reference.

Question 6:   Which versions of BMC Remedy does Mobile Reach Splitware™ support? Does Splitware support BMC Remedy Versions 4.x, 5.x, 6.x, 7.x?

Answer 6:   Mobile Reach Splitware™ was originally built to support BMC Remedy version 4.5, and Mobile Reach still supports that version today. Mobile Reach was the first company to release a working mobile extension to BMC Remedy version 7.0 (February 2008), and Splitware currently supports all BMC Remedy versions through 7.5. Our intention is to continue to support new versions of BMC Remedy as quickly and as thoroughly as possible.

Question 7:   Can Mobile Reach accommodate a three-day deployment?

Answer 7:   Mobile Reach provides standard, out-of-the-box, applications that can easily be deployed in less than a single day, and certainly within three days, even with minor customizations. When customers have complex requirements that go beyond the standard application feature set, Mobile Reach coordinates a full services engagement to determine the customer's exact needs and provide a suite of mobile applications that are specific, efficient, and easy to use.

Only Mobile Reach provides a completely customizable platform that allows our customers to get exactly the functionality they need to support their mobile processes and mobile workforce. We specialize in the optimization of efficiency, productivity, and data accuracy. Mobile Reach application extensions integrate directly with BMC Remedy applications and do not stage data or attempt to replicate the BMC environment. The Mobile Reach Splitware™ platform is optimized for mobile user workflows and is made to easily tailor applications to very specific needs of the mobile end-user.

Question 8:   Does Mobile Reach Splitware™ require any programming (XML, SOAP, etc.)?

Answer 8:   Mobile Reach Splitware™ does not require any programming for installation, implementation or customization.

Question 9:   Does Mobile Reach Splitware™ auto-discover fields and workflows?

Answer 9:   Mobile Reach Splitware™ does not automatically duplicate workflow that is provided in a Remedy User client. Instead, Splitware incorporates a very sophisticated set of user interface workflows that are more appropriate for a mobile user. All filters that run in the Remedy Server environment are triggered by the Splitware mobile client just like from other clients.

Question 10: Does Mobile Reach Splitware™ update fields and workflow changes on the handheld device easily?

Answer 10: Yes. Mobile Reach Splitware™ offers several options for making minor customizations to your mobile application, such as adding fields or modifying user interface controls: the Mobile Reach Splitforms™ Wizard, Custom Application maintenance, and our upcoming Application Studio SDK. All Remedy filter workflow is automatically picked up without modifications to mobile applications.

Question 11: Does Mobile Reach Splitware™ afford Automatic Device Optimization?

Answer 11: Yes. Mobile Reach Splitware™ not only incorporates Automatic Device Optimization but also the ability to override the automatic optimization for very specific mobile application layouts. Splitware offers a rich interface that is customized and completely tailored for the mobile device and for the environment in which the user is operating. Factors like lighting, input fields, screens, and text sizes are all carefully considered in a Splitware deployment, allowing the user to take full advantage of the mobile device.

Question 12: Is Mobile Reach Splitware™ a standalone application?

Answer 12: Yes. Mobile Reach Splitware™ provides a robust client application that has no network or third-party application dependencies. Splitware client applications can run online when network availability is present and seamlessly switch to offline usage when connectivity is lost.

Question 13: Does Mobile Reach Splitware™ work in a Web Browser environment?

Answer 13: By design, the robust Mobile Reach Splitware™ client does not run in a Web Browser environment. Web browsers limit functionality, performance, and usability of applications and incur significant amounts of overhead. Splitware client applications are highly functional and incorporate many device-native user interface features that improve performance and user experience and that are not possible to optimize using a Web Browser application architecture.

Question 14: Does Mobile Reach Splitware™ work online?

Answer 14: Yes. Mobile Reach Splitware™ client applications operate in a real-time, immediate environment when connectivity is "always" or "mostly" available.

Question 15: Does Mobile Reach Splitware™ work offline?

Answer 15: Yes. Mobile Reach Splitware™ client applications naturally work offline and connect when necessary and/or desired.

Question 16: How does Mobile Reach Splitware™ handle data conflicts during synchronization?

Answer 16: When Mobile Reach Splitware™ applications are run offline, there is always a possibility of a data conflict with another user. Splitware timestamps all transactions so that data conflicts are detected and the data is protected. Splitware never allows a user to over-write previously updated fields. The mobile user is presented with data conflict information and must resolve it before completing the synchronization of any conflicted record.

Question 17:   Does Mobile Reach Splitware™ allow for Administration customization?

Answer 17:   Authorizing users of Splitware client applications is handled by normal BMC Remedy AR System authorization and permissions. There are no extra steps involved to setup or maintain user accounts for usage with the Splitware client. As an added convenience, Splitware applications can be associated with existing groups and permissions controls within Remedy so that the Administrator does not have to manage an additional tool.

Question 18:   Does Mobile Reach Splitware™ allow for Role-based customization?

Answer 18:   Yes. Remedy groups and permissions controls are inherited by Mobile Reach Splitware™, allowing different groups of users to have different user interface controls and functionality based on work duties.

Question 19:   Does Mobile Reach Splitware™ provide the ability for end-users to customize their applications?

Answer 19:   Mobile Reach Splitware™ allows a significant amount of customization, but Mobile Reach recommends that it be controlled at the administrator level. Individual end-user customizations introduce opportunities for user errors that are difficult for support personnel to assist with. In addition, user interface differences can create process confusion and misalignment with product documentation/user guides, resulting in operator error, especially when mobile devices are shared among users.

Question 20:   Does Mobile Reach Splitware™ provide Executive Summary reports?

Answer 20:   Absolutely. Mobile Reach Splitware™ can provide a customized Summary for administrative or monitoring purposes, as needed.

Question 21:   Does Mobile Reach Splitware™ offer alerts and escalations?

Answer 21:   Yes. Mobile Reach Splitware™ provides alerts and notifications.

Question 22:   Is Mobile Reach supported by BMC Software?

Answer 22:   Mobile Reach has been partnered with (Remedy and now) BMC Software since year 2000 as part of BMC's Technical Alliance Program, which provides Mobile Reach with technical assistance and support for our product integration. Mobile Reach Splitware™ has been tested and certified through BMC's third party certification affiliate. Mobile Reach, known for exceptional product support, provides direct support to all of our customers, regardless of whether the product was procured through BMC representatives, a channel partner, or directly from Mobile Reach. All customers are treated with the same top-quality care by our support team.

Question 23: What security features are integrated into Mobile Reach Splitware™?

Answer 23: Mobile Reach Splitware™ provides four levels of data encryption both on the device and during data transfer. Splitware requires authentication to open up the mobile applications and use data on the device. Data on the device is not available to any other applications and is protected from viewing outside of the Splitware applications. Splitware provides a configurable locking mechanism (controlled by a system administrator) that requires the user to supply his/her Remedy password after a period of inactivity.

Question 24: Does Mobile Reach offer Support for BlackBerry and Windows Mobile OS?

Answer 24: Yes.

Question 25: Does Mobile Reach offer Support for multiple BlackBerry Enterprise Servers?

Answer 25: Yes.

About BMC Remedy

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit.

About Mobile Reach

With a 10-year history in providing mobile IT solutions to Fortune 500 companies, the United States Military, small-to-mid-sized businesses, and federal and state government organizations, Mobile Reach has extensive experience in creating effective enterprise solutions for mobile IT personnel. The Mobile Reach product set provides a flexible and robust platform allowing for the delivery of very specific and complex mobile workflows.

For more information about Mobile Reach Software solutions or services, visit www.mobilereach.com or contact us at:

+1 919 336 2500 or
info@mobilereach.com