



Airwaves for BMC Service Desk Express

Improve your IT organization's service desk performance and customer satisfaction scores and lower costs by extending BMC Service Desk Express to users with BlackBerry smartphones.

Key Benefits

- Improves performance by allowing users to view and update information that help them plan and coordinate tasks, anytime and anywhere
- Promotes customer satisfaction by offering efficient service and access to up-to-date information
- Offers real-time updates that help management accurately monitor performance
- Leverages your investment in BMC Service Desk Express to offer dramatically-increased functionality

About Jumpstart Wireless

JumpStart Wireless was founded in 2000 by Dr. Jeffrey Bonar, an entrepreneur who saw the market opportunity for mass-market wireless business software – a productivity breakthrough for an increasingly mobile and dispersed workforce.

Today, JumpStart Wireless has deployments in North and South America, Europe, Asia, and Africa. The company has developed channel partnerships with Column Technologies, Sage Software, Primavera, SAP, Nextel, Verizon Wireless, IBM, RIM, Motorola, and Intuit.



Business Challenge

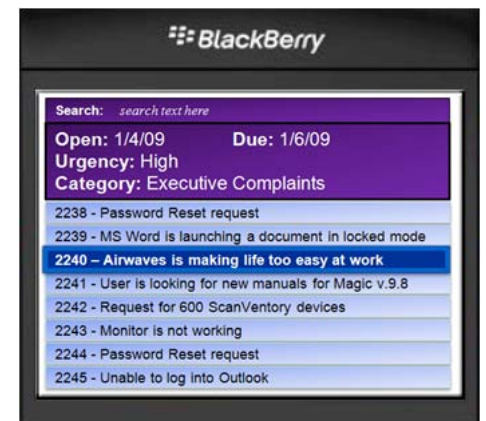
If your organization is like many others, you've come to rely on BMC Service Desk Express to help automate service desk processes and lower support costs. However, BMC Service Desk Express requires your service desk staff to continually spend precious time at their desks updating tickets. To meet the ongoing demand for rapid, dependable service desk services, your IT organization needs a solution that allows your staff to use BMC Service Desk Express in the field while they solve your users' problems.

The Column Solution

To help, Column Technologies and Jumpstart Wireless have created Airwaves for BMC Service Desk Express. Built on Jumpstart Wireless' mobile technology and Column's deep BMC Software expertise, it directly and reliably integrates with BMC Service Desk Express. Whether you use the solution's out-of-the-box settings or customize them to your exact needs, it can improve your staff's productivity by allowing them to use BlackBerry smartphones to access and update their tickets—no matter where they are.

Designed with mobile users and a mobile work style in mind, Airwaves for BMC Service Desk Express users can quickly and easily:

- view ticket histories
- create and track tickets
- assign or reassign tickets to themselves, another person, or another group
- update critical ticket fields: *Status, Due Date, Urgency, Impact, Assignee, Group Name, Description, Resolution, and Category*
- close tickets
- receive word of and react to service changes and emergencies
- access and update ticket information even when a network connection is not available. After a user reconnects to the network, Airwaves for Service Desk Express automatically sends their updated ticket information to the enterprise database.



About Column Technologies

Column Technologies is a global provider of infrastructure management services and solutions that help organizations to better manage their internal and external service delivery.

Incorporated in 1998, Column is a respected leader in the field of infrastructure management and support solutions.

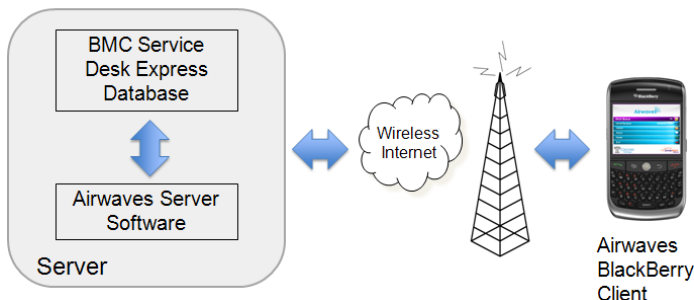
We offer expertise in business intelligence, process consulting, system design and integration, application development, customer support, remote administration, and training in products, processes, and ITIL practices.

Powerful Customization Options

With the service desk's growing importance, your IT organization may want to customize Airwaves for BMC Service Desk Express to your service desk's specific requirements. To help, Column Technologies offers consulting services that can tailor the solution's screens or database elements. A short time later, you'll have a highly-usable, cost-effective solution that helps your organization get the most out of your technology investment.

Leading System Architecture

The solution's highly-efficient, well-documented system architecture supports rapid deployment cycles that allow your IT organization to quickly gain the benefits of a mobile workforce. By continually integrating data and business rules, Airwaves for BMC Service Desk Express can help your mobile quickly and easily share information as they increase productivity, shorten response times, and lower costs.



Technical Requirements

Airwaves for BMC Service Desk Express supports any BlackBerry smartphone on any cellular network. To do so, it requires:

- BMC Service Desk Express: Version 9.x and the BMC Service Desk Express Integration Engine, Microsoft Windows Server 2003 or 2005, and Microsoft SQL Server 2000 or higher
- (optional self-hosting) JumpStart server computer : 2 GHz dual core processor, 4GB of system memory (8 GB recommended), 100 GB of available hard drive space, and a standard Linux operating system

For More Information

To learn more about Airwaves for BMC Service Desk Express and how it can help improve your service desk's productivity and customer service while lowering costs, please contact your Column Technologies representative or visit www.ColumnIT.com.



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