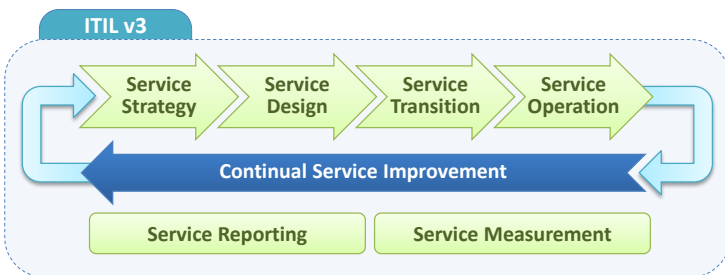




BMC Services

Use the right tools to enhance your business effectiveness.

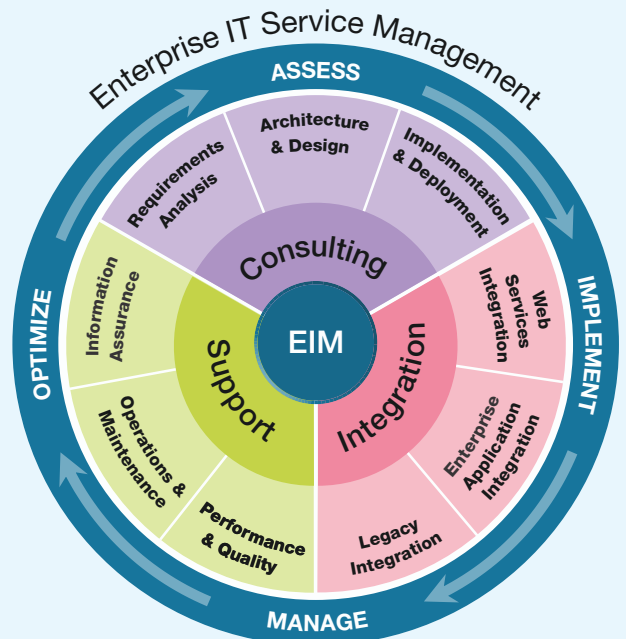
We specialize in architecting and implementing enterprise IT service management (ITSM) solutions using BMC Software products. Our BMC Center of Excellence comprises BMC's latest ITSM products, a demonstration center to prototype client solutions, and a team of certified professionals. We use a service life-cycle methodology based on the Information Technology Infrastructure Library (ITIL) to implement ITSM solutions:



We architect, implement, integrate, and customize the following BMC products to develop innovative ITSM solutions:

- FootPrints Service Core
- Client Management
- Remedyforce
- Remedy IT Service Management
- Atrium Configuration Management Database

Business expects more from IT than to provide merely a support structure. IT must enable cost-effective and innovative solutions that add business value and offer key differentiators. Applying our decade of successful ITSM experience and our institutionalized ITSM methodology based on ITIL v3, CMMI Service Level 3, and ISO 20000 standards, we can deliver the solutions you need, while offering continual service improvement.



“EXCEEDING EXPECTATIONS...”

ABOUT INTEGRAL

- Headquartered in Rockville, MD, with offices in Edgewood, MD, and Charlottesville, VA
- BMC Solution Partner
- BMC Center of Excellence and Demonstration Center
- Core competencies in IT service management, application development, cybersecurity, multimodal biometric identity solutions, and intelligence analysis

AWARDS AND CERTIFICATIONS

- EDWOSB
- CMMI Service Level 3 appraised
- ISO 9001:2015, ISO 20000, and ISO 27001 certified
- Dun & Bradstreet's Top Performance Rating
- *Washington Business Journal* Minority Leadership Award
- *CIOReview* list of 20 Most Promising Government IT Solutions Providers
- City of Baltimore Minority Business Enterprise Award

WHY INTEGRAL?

- Committed to investing in pre-sales support to BMC
- Large pool of BMC-certified and experienced workforce; BMC support infrastructure
- Certified ITIL consultants
- Core competency and wide experience in BMC products and solutions, including FootPrints Service Core, Client Management, Remedy, Remedyforce, and Atrium Configuration Management Database
- Committed to developing innovative enterprise ITSM solutions that exceed client expectations in making them successful
- Proven effective development methodology ensuring the highest-quality solutions combined with a time-tested project management methodology that minimizes risk for assured success
- Competitive pricing and adaptability to multiple contract types

Headquarters

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OUR CLIENTS

Commercial

- The National Football League
- Tennessee Technological University
- Remington Arms Company
- EDF Renewable Energy
- Savannah State University
- Altec Industries, Inc.
- Network Consulting Services
- Pinnacle Entertainment
- Benefits Health System
- Clemson University
- Higher One
- Aston Hotels & Resorts
- Morehouse College
- Brite Computers
- Roper St. Francis Healthcare
- DCH Health System
- The Salvation Army
- Viaero Wireless

Government

- Connecticut Department of Labor
- South Carolina Legislative Services Agency
- Oregon Department of Fish and Wildlife
- Nevada Office of the Military
- State of New Hampshire
- U.S. Department of the Navy
- D.C. Public Library
- U.S. Broadcasting Board of Governors

Accolades

"Integral Consulting provided excellent, expert advice on every challenge posed by our mixed environment: broadcasting, engineering, and IT. Their guidance and ideas for best practices will save valuable time and provide a solid foundation for sound decisions in our Asset, Change, and Configuration Management processes." **Lupo Mitrop, Administrator, BMC**

Integral Consulting's presentation of FootPrints Service Core was great, allowing us to understand the capabilities of each module. Integral Consulting has a great grasp of and is very knowledgeable in FootPrints Service Core." **BMC Network Consulting Services**

FOR MORE INFORMATION

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