

# Remedy Bridge for Micro Focus Quality Center

Orasi Software's Remedy Bridge for Micro Focus Quality Center is an enterprise class integration solution that enables companies to harness the full potential of BMC Remedy Service Desk and Micro Focus Quality Center or Micro Focus ALM software by synchronizing incident and problem information between the two tools. The bridge enables a true collaboration between IT Service Management and their counterpart Product Development and Quality groups by seamlessly coordinating incident, problem, and asset information between your teams, while offering your teams the flexibility to use the tools that best fit their needs.

Effective communication between teams is critical to overall quality and efficiency in the full life cycle Service Management process. The Remedy Bridge for Micro Focus Quality Center manages information sharing by automatically creating defects from Service Management problems. Without placing an extra burden on your team, the tool also enables you to gather metrics on your round-trip incident and problem resolution process to drive the stability and reliability of service and provide measurable results against service level agreements (SLAs).

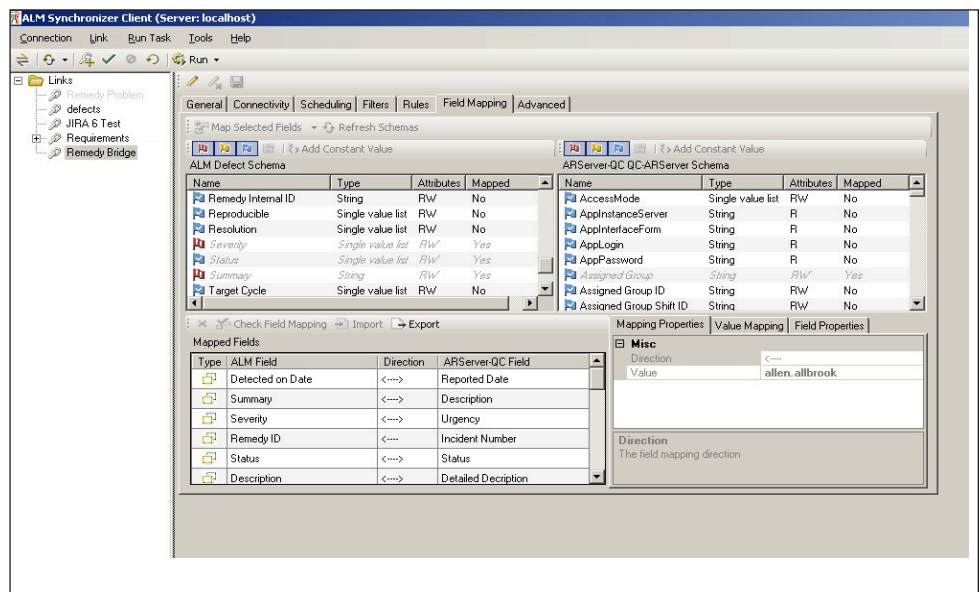
## IT Service Management

With its focus on incident and problem management, BMC Remedy Service Desk is helping thousands of customers overcome obstacles that limit their ability to respond quickly and efficiently to conditions that disrupt critical services. With the Remedy Bridge for Micro Focus Quality Center, now relevant information can be shared with QA and development as well.

## Quality Assurance

For QA teams, a test management tool like Micro Focus Quality Center/Micro Focus ALM is the best way to manage the QA cycle. Micro Focus Quality Center/Micro Focus ALM helps QA teams manage and execute the multitude of test cases needed to fully test an application. With the Remedy Bridge for Micro Focus Quality Center, QA teams can work in the environment they need to test an application, but seamlessly exchange problem and incident data with the Service Management team for quicker and more predictable restoration times.

The Remedy Bridge for Micro Focus Quality Center supports standard and custom field definitions as well as custom workflows, allowing you to tailor a unified business process unique to your organization. Micro Focus Quality Center's trace notification feature enables testers to be notified when known problems or defects are resolved or updated; ensuring that the appropriate test cases can be executed. The Remedy Bridge for Micro Focus Quality Center enables a unified workflow between IT Service Management, Application Development and Quality Assurance.



The Remedy Bridge rules editor and admin console allows users to create customizable business rules to define field mappings and manage integration schedule, rules and field mappings.



## Features

- Based on standard integration platform provided by Micro Focus Quality Center/ALM Synchronizer
- Graphical administrator console for managing integration schedule, rules and field mappings
- Graphical Integrity reporting to ensure integration rules are correct—every time
- Bi-directional synchronization of incident and problem data between Remedy Service Desk v7.5 and later and any release of Micro Focus Quality Center/Micro Focus ALM from 9.0 through 12.0x
- Fully configurable conditional synchronization of incident and problem information selectively – synchronize based on your business rules
- Supports customized Remedy Workflow definitions and multi-workflow environments
- Supports multiple mapping of many Remedy logical groupings of records to one physical Micro Focus Quality Center/Micro Focus ALM project
- Customizable business rules to define field mappings between Remedy and Micro Focus Quality Center/Micro Focus ALM
- Synchronizes document attachments between Remedy and Micro Focus Quality Center/Micro Focus ALM
- Data value translation between systems
- Advanced logging and email notification

## System Requirements

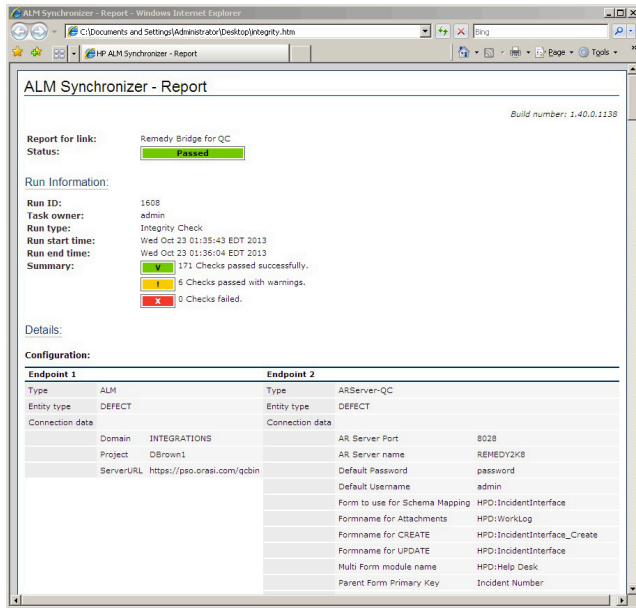
Operating System: Microsoft Windows Server 2008 and 2003, Windows 2000 or XP

CPU: 2Ghz

Disk: 250 MB disk space

Memory: 1GB RAM

Micro Focus QC/ALM Connectivity Add-in Installed



The Remedy Bridge integrity report allows users to validate the field definitions, data types and workflow business rules.

