

BRING YOUR BMC® REMEDY DATA TO LIFE.



Yurbi empowers your organization to increase the ROI of your existing BMC® applications by securely sharing it with decision makers, partners, and customers. Yurbi is more than just reporting – we enable your workforce to make intelligent decisions in all facets.

Why Yurbi for BMC® Remedy?

Create Real-time, Interactive Reports and Dashboards.

Create real-time, interactive, dashboards and reports and embed them in your existing internal and external websites, including Sharepoint and Wiki sites. Seamless integration of data for end user happiness.

Secure Collaboration.

Yurbi App Shield technology let's you share report creation capabilities with decision makers, while limiting access to only the data they need to see. Create fewer reports and easily control user access – less work, less time, less cost.

Easy For Business Users.

Yurbi's 100% web-based interface is based on common business tools that users are familiar with. The learning curve is low and your workforce will actually use it.

Let the IT Group Do More with Less.

Free-up resources spent doing time consuming and expensive Crystal Reports, and leverage a self-service model for substantial cost-savings.

Plays Nice with Highly Customized BMC® Systems.

With Yurbi AnyDB technology, we can map to all of your precise customizations with little effort. In little or no time at all, you can have Yurbi up and running with your data.

More than just BMC® Remedy.

Yurbi provides out-of-the-box connectors for many major vendors and we've made it easy to connect to your other systems and custom databases – even if we don't have a dedicated Yurbi App for it. With Drill-Anywhere technology, all your data sources are easily integrated for unified decision analysis.



Features

- Schedule routine reports via email to automate report distribution.
- 100% Web-based interface for on-demand access to data.
- Empower your workforce to make fact-based decisions.
- A unified view of all your application data.
- Granular sharing and security controls
- Personalized reporting environment for every user
- Any DB technology lets you connect to any database.
- Out-of-the-box report and dashboard templates

Put Yurbi Into Action.



Monitor and Share SLA's.

Securely share customer service level agreement (SLA) data with customers, and operating level agreements (OLA's) with stakeholders.

Improve First Call Resolution.

Integrate your phone system data with Remedy Service Management data to carefully monitor first call resolution metrics and enhance performance.

Stay Current with Projects and Clients.

Project Managers, Sales, and Account Managers all need to know the service desk activity of their customers. With Yurbi, your personalized environment will reveal the latest data specific to *your* customers – no one else's.

Make Proactive Decisions.

Problem and Knowledge Managers love to spot trends so they can develop training plans or identify potential recurring issues for root cause analysis. Yurbi makes it easy for them to access the valuable data inside BMC®.

Real-time Intelligence for Executives and Management.

Executives and Managers need real-time information on revenue-impacting events like potentially missing SLA's, or service-impacting schedules of critical projects. Yurbi can integrate BMC® data with other project and portfolio tools for a unified decision-making view.

Perfect for Managing a Multi-vendor Environment.

We have Yurbi Apps for BMC® for Service Desk and HP®, CA®, IBM®, and other vendors for Change, Network Management, or Portfolio Management. Yurbi weaves together all your enterprise vendor tools into a single solution view. All at a fraction of the cost and time associated with traditional business intelligence tools.

Technical Spec's.

Yurbi Integrates with:

BMC® Remedy Action Request System (ARS) 6.x, 7.x

BMC® Remedy IT Management Suite 7.x

- [Asset Management](#)
- [Change Management](#)
- [Service Desk](#)
- [Service Level Management](#)
- [Service Request Management](#)