BMC ServiceDesk on Salesforce Platform

Executing on BMC Software’s vision of IT Service Desk Management everywhere - leveraging the leading cloud platform for business apps - Salesforce1 Platform.

Aligned Objectives

Salesforce1 Platform powers more than 82,000 businesses running 135,000+ applications.

- With the addition of BMC Software to its roster of partners, salesforce.com demonstrates that it can attract large ISVs to the Salesforce1 Platform.
- For BMC Software, deploying its IT Service Desk offering on the Salesforce1 Platform allows it to gain immediate entry into the cloud world, while at the same time expanding its enterprise solution to the underserved mid-market.
- For Persistent, the opportunity to develop an end-to-end cloud solution on the Salesforce1 Platform allows it to showcase its deep expertise in both enterprise-to-cloud-application conversions, as well as with the Salesforce1 Platform itself.

The Project in a Nutshell

The objective of the project was to develop a multi-tenant, meta-data-driven Service Desk application leveraging the Salesforce1 Platform.

- The project began with a small proof-of-concept (POC) application - an incident reporting system on the Salesforce1 Platform.
- With the POC deemed a success, development of the full application began.
- Using Web services APIs, Salesforce1 Platform code (Apex), Salesforce1 Platform pages (Visualforce), and ExtJs Library, the development team constructed the application to the stringent requirements determined at project conception.
- The application leveraged a common component library for reusability and a rich UI through a JavaScript library.
- The resulting application has a scalable and configurable base platform, a meta-data-driven UI, and leveraged business rules and workflow in Salesforce1 Platform.

Key Benefits

- Multi-tenant, meta-data-driven Service Desk app
- 10 modules delivered in 6 months
- Built with Web services APIs, Salesforce1 Platform code (Apex), Salesforce1 Platform pages (Visualforce), ExtJs Library
- Expanded SMB offering for BMC Software, showcase app for the Salesforce1 Platform
- Phase 2 planned with additional functionality
BMC Software / salesforce.com / Persistent Systems

 Modules Developed

- Help Desk
- Dashboard
- Inventory Management
- Incident
- Self-Service
- Task
- List Administration
- Broadcast
- Quick Views
- Common Functionality

A Model for Success

The application was conceived, designed, developed, tested, and deployed through the collaboration of individuals from BMC Software, Persistent Systems, and salesforce.com. By leveraging Persistent's highly-structured on-shore/off-shore methodology, the project team accomplished a significant product delivery in a short time.

An Aggressive Timeline

The project team collaborated to deliver 10 modules in 6 months. The project team makeup and timeline demonstrate the power of collaboration in software development.

Cloud Enable "Service Desk" product

<table>
<thead>
<tr>
<th>OCT'09</th>
<th>NOV'09</th>
<th>MAR'10</th>
<th>APR'10</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDE On-premise product demos</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set up and initial knowledge transfer at Persistent site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project processes defined</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team ramped up</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 week sprints, daily Stand-ups</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estimation by Persistent by first day of sprint</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morning SCRUM Meetings with BMC Software, India for technical discussions, elaboration on specs, status updates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening Scrum meetings with US team on project status, risks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On going communication with salesforce.com architect</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bug thrashing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekly demo to product manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Modules deployed at end of each Sprint</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CA and GA releases</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Persistent

Project Manager, Architect, DEV and QA Lead, Dev Engineers, QA Engineers, Relationship Manager

BMC Software, India

Scrum Master, Architect QA Lead, Developers

BMC Software, US

Product Manager, Scrum Master, Architect, QA Manager

Salesforce, US

Architect Relationship Executive

About Persistent Systems

Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives our customers' business; enterprises and software product companies with software at the core of their digital transformation. For more information, please visit: www.persistent.com

BMC Software was very aggressive about the release of our BMC ServiceDesk on Force.com product and needed an experienced engineering partner to meet the stringent deadlines.

Persistent was one of the three companies evaluated and was the clear frontrunner. Persistent delivered the right mix of Force.com and product development expertise to the engagement and was the right partner for us. With the successful launch of BMC ServiceDesk on Force.com, we are happy to extend our relationship with Persistent to bring great products to market.

Greg Myers, Director, SaaS Product Lines, BMC Software

Persistent’s deep Force.com expertise helps clients take advantage of everything our platform has to offer, and move quickly into the cloud.

BMC ServiceDesk on Force.com was delivered in one-third the time of traditional platforms.

Avanish Sahai, Vice President, ISV Alliances, salesforce.com