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PlanView And BMC Team Up To Integrate IT Governance And Help Desk Apps

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[PlanView, Inc.](#), provider of portfolio management and IT governance solutions, has partnered with [BMC Software](#) to integrate its software with BMC's Remedy Action Request System.

PlanView's IT portfolio management software's process automation tools manage strategies, projects, work and resources to align with overall organizational objectives. Integrated with PRISMSTM for IT Governance, the software delivers consistency and discipline. BMC Software's Action Request System provides an end-to-end solution for automating, managing and monitoring service management business processes.

The integration provides a common interface that will enable users to transfer trouble tickets from their Remedy Help Desk systems into PlanView's enterprise-wide IT project portfolio management software.

"An alliance of this kind is good news for both BMC Software and PlanView customers," said Gordon Vaughan, manager of integration alliances for BMC Software, in a prepared statement. "Both companies share a desire to help customers automate support processes, improve service levels, manage assets and lower costs.