

# KINETIC CALENDAR



EXTEND THE VALUE OF BMC<sup>®</sup> REMEDY<sup>®</sup> WITH  
AN INTUITIVE CALENDAR INTERFACE TIED  
TO A POWERFUL WORKFLOW ENGINE

## The Only Calendar Tool Built on BMC Remedy

Your BMC Remedy system contains a wealth of date- and time-based information: help desk calls, scheduled changes, service requests and other events. But until now, there hasn't been a way to view that data in an intuitive, familiar, online calendar interface.

Introducing Kinetic Calendar—an easy-to-use calendar front-end combined with powerful underlying workflow, and the only calendar tool built on BMC Remedy. It combines a familiar, online calendar interface (similar to Microsoft Outlook<sup>®</sup> or Google<sup>®</sup> Calendar) with the ability to display time-based BMC Remedy data and trigger workflow tasks. It lets you create public or private event and resource calendars, and display events from multiple BMC Remedy forms on a single calendar.

Kinetic Calendar lets you view data from BMC Remedy forms—and any other application connected to BMC Remedy—in a way that wasn't possible until now. You can view BMC Remedy events in a web-client calendar interface, drill down into the detail behind those events and automatically trigger other actions through calendar entries.

## Get More from Your BMC Remedy Investment

Kinetic Calendar gives you the ability to display information from BMC Remedy and control access to calendars based on BMC Remedy login permissions. You can also manage workflow activities—assign people to events, set rules for automated email messages, perform pre- and post-event steps such as quality assurance—through Kinetic Calendar and BMC Remedy. And because it's built on Remedy, it takes advantage of an environment your organization already knows how to manage, customize and support.

What's more, Kinetic Calendar installs as a standalone web application, which means it doesn't require Mid Tier. It works with BMC Remedy AR System 6 or higher. It lets users display information from any BMC Remedy form, plus any other external application (such as a human resources, CRM or ERP system) connected to BMC Remedy. It enables you to establish a consistent organizational look across all of your calendars, format the output in HTML, and best of all, requires no BMC Remedy administration or coding skills to use.

KINETIC DATA

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# KINETIC CALENDAR

## **The Native Calendar tool for BMC Remedy from the leading BMC Remedy Developer**

Kinetic Calendar comes from Kinetic Data, one of the world's largest and most experienced BMC Remedy software companies. It installs on your BMC Remedy ARS server, works with all BMC Remedy forms and standard or customized applications, and takes advantage of your existing BMC Remedy event information and workflows.

With Kinetic Calendar, the power to easily access, create and share actionable calendars is distributed across the organization. Since no BMC Remedy development skills are required, active calendars—built on top of a workflow engine—can be created by sales, marketing, accounting, customer support, HR, IT service desk management and other departments.

### **Create Active Calendars**

Kinetic Calendar's web interface will be familiar to anyone who's used other popular calendar management tools. What sets Kinetic Calendar apart is that it's built on top of a workflow engine, BMC Remedy ARS. Every event entry can cause any number of other actions to occur automatically, such as adding information to a BMC Remedy form, sending an email notification, or creating a work order.

Role-based access, controlled by BMC Remedy login, gives users the level of control they need. Managers have full control over calendar creation, event assignments and viewing. Authorized users can change and add events. "Viewers" can see specified private calendars, but can't change information. Calendars can be marked "public" to be viewable by anyone within your organization.

### **Features**

- Display any date/time record in an intuitive web-client calendar interface.
- Mark calendars as public or private.
- Use BMC Remedy groups to manage access to calendars.
- Create events directly from the web client—no BMC Remedy development skills required.
- Display events from multiple BMC Remedy forms on the same calendar.
- Publish events from any application or database connected to BMC Remedy.
- Display events from other calendars.
- Create personal, group or resource calendars.
- Color code events to calendars.
- View time-based BMC Remedy data in a uniquely useful manner.
- Manage BMC Remedy workflows from the calendar interface.
- Assign people to events.
- Drill down to details behind calendar events.
- Specify any number of event types (such as "critical change" or "backup") to group similar events.
- Audit changes made to events or event types.
- Configure application settings, such as menus or items, to your unique needs.
- View calendars by day, week or month.

### **Common Uses**

- On-call calendars
- Backup calendars
- Change request/management calendars
- ITIL process reviews
- Time tracking
- Help desk call-tracking
- Daily service requests
- Help ticket tracking
- Service management
- Budgeting
- Resource demand management
- Service catalog request tracking