

Make us your guide to enhanced business service value.



Core Competencies

- Business Service Management
- BMC Service Support
- BMC IT Service Management Express
- BMC Service Assurance
- BMC Service Automation
- BMC Atrium (CMDB)
- ITIL Process Consulting
- Business Intelligence

“With IT Prophets we found consultants that were not only extremely proficient in BMC Remedy development but also dependable and reliable as well.”

Valenda Phillips
Colonial Bank

“IT Prophets provided us deep expertise in integration, functionality and workflow customization (and many times they recommended eliminating it), data migration, CMDB architecture planning, installation assistance and were very flexible with us in the way they approached this project.”

Jack Covert
McKesson



Contact Us

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About IT Prophets

IT Prophets will help your IT organization do more of what drives the business and less of what doesn't. We can enable you to reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility.

IT Prophets is a BMC Premier Solutions Partner and a leading provider of Business Service Management Solutions. Delivering accurate and dependable project management, system architecture, development and deployment expertise, IT Prophets delivers IT excellence for the most affordable price.

Employing ITIL and BMC Certified Consultants, IT Prophets approaches each project with the highest level of product knowledge as well as industry best practice compliance. Our Solutions Architects facilitate the alignment of your organization's goals, industry compliance standards and the automating technology needed to execute on one cohesive roadmap.

Summary of Services

IT Prophets leverages BMC's Business Service Management (BSM) methodology to provide IT business services management that reduces cost and maximizes business impact.

- BMC Remedy IT Service Management Suite
 - Enhancing existing applications
 - Upgrading to latest versions
 - Upgrading to latest versions
- BMC Service Desk Express
- ITIL Process Consulting
- Atrium CMDB
- Reporting and Analytics
- Discovery and Configuration Management
- Event and Performance Management

Commitment to Excellence

- Consultants are experienced in large scale application upgrades
- Largest number of successful Remedy ITSM 7 upgrades in BMC Partner Community
- Highest quality Remedy and Service Desk Express Consultants
- Commitment to every job, large and small. We have long term relationships with our customers and their satisfaction is our primary concern.
- CMDB Integration Specialists on staff

IT Prophets Marketplace

Powerful as Remedy is, IT Prophets knows that you appreciate ways to make your life easier. That's why we offer solutions designed to enhance both your BMC out-of-the-box products and your custom built applications.

Our solutions are built for ease of use to minimize implementation time while providing powerful results.

- Surveys (RemSurvey)
- ITSM 7 Metrics (RemMetrics)
- Remedy Alerts to the Mid-Tier (RemBar)
- Dynamic Audit Trail (RemAudit)
- Analytics for ITSM (RemMetrics)
- Microsoft SCCM Integration

More information on IT Prophets Marketplace products can be found at www.itprophets.com/index-5.html

