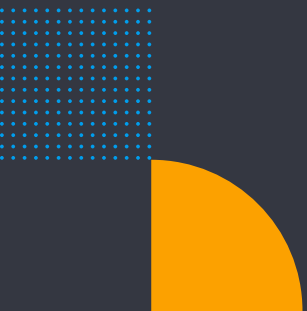


Extend BMC Smart Reporting with Yellowfin BI: Get More Support, Features, and Data Sources

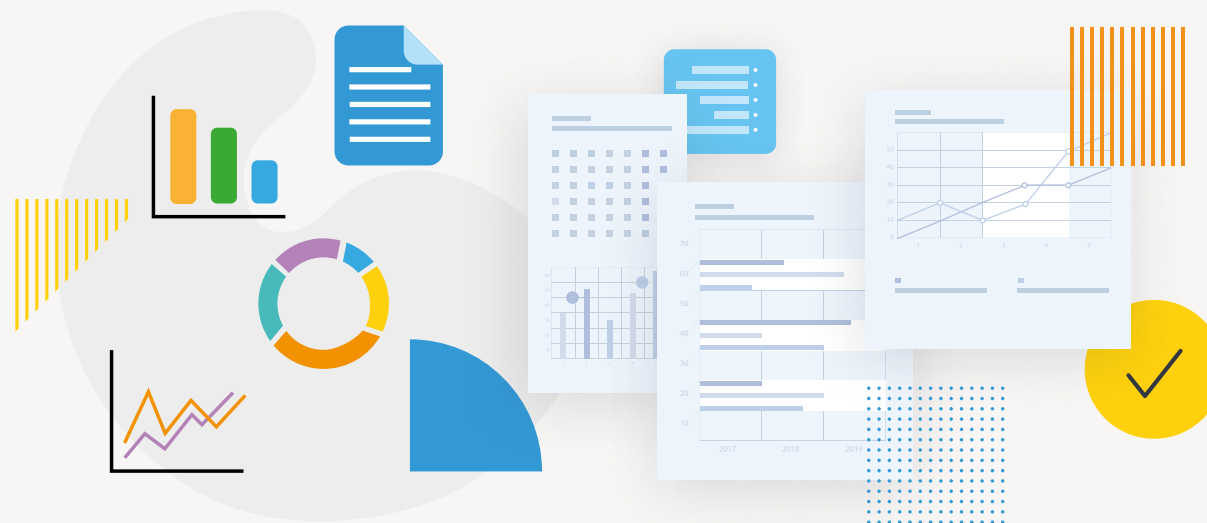


Upgrade Smart Reporting to Yellowfin BI for Continued Support and More Features

BMC Smart Reporting for Remedy was developed using the [Yellowfin BI](#) platform. Yellowfin, a recognized leader in BI and Analytics solutions, has been a BMC partner since 2014. BMC recently launched the Helix platform, which is the SaaS evolution of Remedy and is in the process of phasing out Smart Reporting which currently uses Yellowfin 8.

Yellowfin provides a migration path for BMC customers who want to continue to use Smart Reporting functionality. BMC customers can now use a standard version of Yellowfin 9.8. This approach delivers a number of benefits:

- Continue to run existing Remedy reports
- Use all functionality of Smart Reporting, including alerts, dashboards, etc.
- Use new functionality of Yellowfin 9.8 that is unavailable in version 8 (e.g. NLQ, stories, etc.)
- Add new data sources for reporting and analytics
- Leverage Yellowfin as part of a broader ITSM solution, including analytics for Helix

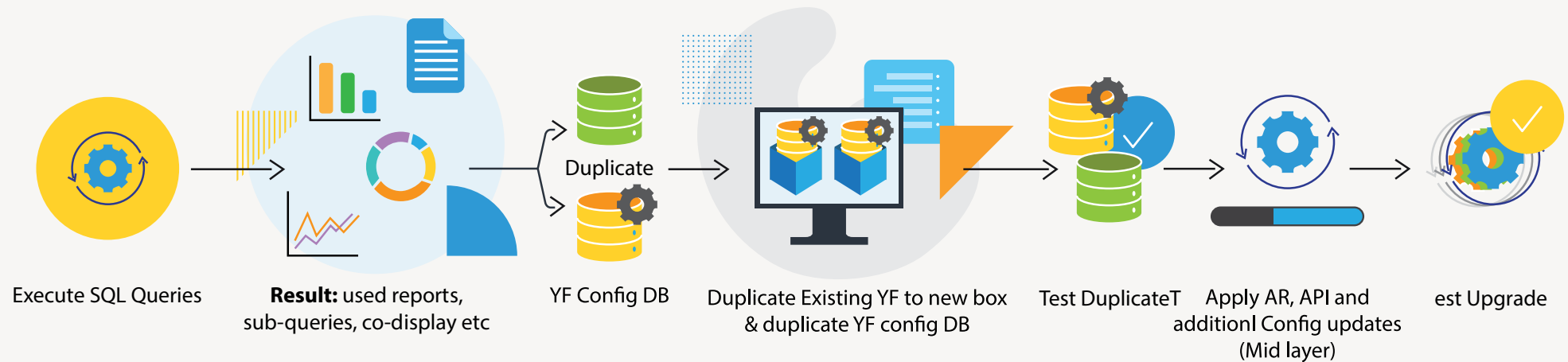


Upgrading to BMC with Yellowfin

As BMC Smart Reporting uses an embedded version of Yellowfin 8, the upgrade process is well established. It leverages the current BMC API ensuring proper connectivity to Remedy.

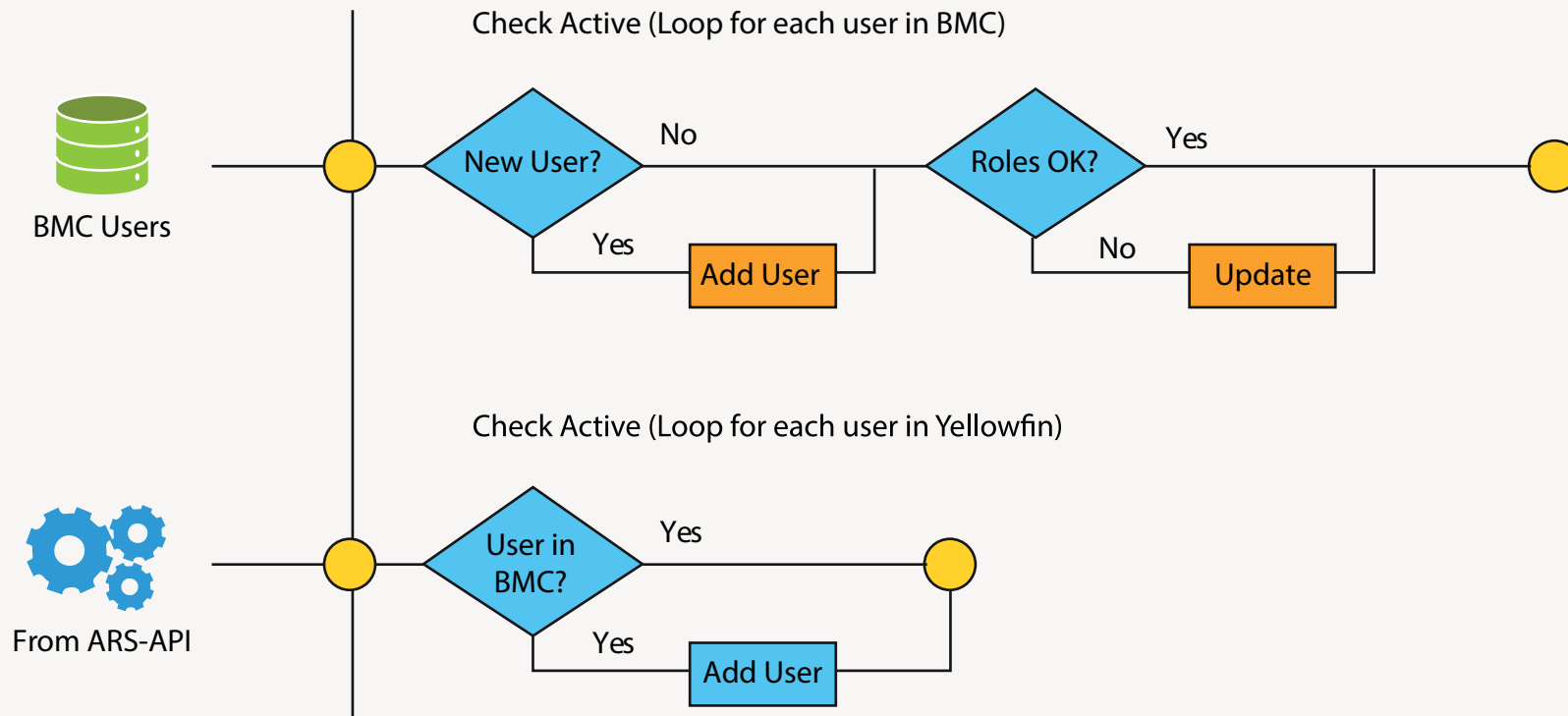
We recommend starting with analysis, typically supported by a local BMC or Yellowfin partner, to inventory the reports, dashboards, and features being used. This helps establish a priority list for acceptance testing. Your migration expert will create a copy

of the existing deployment and run the version upgrade, ensuring no downtime on your live system. Once the upgrade is completed and verified, the BMC configuration can be updated to point to the new instance of Yellowfin, immediately providing the upgraded capabilities in your existing BMC instance. Reports developed while the systems run in parallel will need to be re-exported/imported into the new system.



Synchronization between Yellowfin and BMC Smart Reporting

Maintaining the single sign-on experience is a key aspect of the implementation. To ensure this continues after the upgrade, a regular background process is added between Yellowfin and BMC that calls both systems API's to keep the users and their permissions in sync.



Implementation and Support Considerations

Yellowfin recommends that BMC customers leverage BMC or Yellowfin partners with Remedy experience to facilitate the upgrade. Some custom reports may require additional configuration and a deep understanding of Remedy data sources. BMC customers should perform acceptance testing to ensure that the upgrade is successful and meets their custom needs. While the upgrade process may be done within hours, the required analysis and testing would typically take several weeks. This is heavily dependent on the complexity of the Remedy environment.

BMC customers will receive Yellowfin 9.8 support. However, they need to support the needs specific to Remedy configuration and data sources. Such support can come from BMC Partners and BMC.

BMC or Yellowfin partners can help integrate additional data sources into your ITSM BI and Analytics environment. YOU can also connect to BMC Helix which has a robust API structure.

Yellowfin 9.8 Features

Yellowfin is an **industry-leading Analytics Platform** that brings a comprehensive suite of features. It is ideal for both enterprise and embedded use cases. BMC Smart Reporting customers are familiar with many core features, such as reporting and dashboards.

Dashboards and Reporting: [Yellowfin Dashboards](#) look great out of the box, with user-friendly design and developer tools. Easily create highly customized dashboards and reports to suit your specific needs. Yellowfin 9.8 adds powerful sharing and alerting functionality to enhance how customers interact with data.

Stories: [Yellowfin Storytelling](#) allows you to share knowledge and insights in a news-like format, Yellowfin Stories transforms how you consume and learn from data, ensuring everyone is on the same page. Use Yellowfin Present to seamlessly build management and financial reports and presentations.

Data Discovery: [Yellowfin Data Discovery](#) helps you better understand your business. Explore your data, discover patterns and outliers, and share your insights with others. Yellowfin Data Discovery accelerates discovery and lets you share and disseminate in a governed way.

Guided NLQ: [Yellowfin Guided Natural Language Query \(NLQ\)](#) is a simple way to ask hard questions about your data. Yellowfin Guided NLQ provides lists of options for questions and then guides you through each step in formulating the question. Yellowfin Guided NLQ is a stand-alone module that is not tied to the UI or a single data set and is 100% embeddable

Signals: [Yellowfin Signals](#) automates data discovery by trawling your business' data for statistically significant changes and notifying you of the ones that are relevant to your role. You'll be automatically alerted to the most important changes as they happen so you can act immediately.

Yellowfin Licensing

Unlike BMC Smart Reporting which defines Fixed, Floating, and Read licenses, Yellowfin software is licensed based on Users corresponding to Fixed and Floating, and Read access is unlimited. We also offer Server Core pricing for extra flexibility, which is ideal for lower concurrent usage.

Preferred Pricing Available

Learn how you can use Yellowfin with your ITSM solution today. BMC partners and customers get preferential pricing and can build on their existing BMC Smart Reporting foundation. To learn more, speak to our team.

[Contact Us](#)



Yellowfin is a global Business Intelligence and analytics software vendor with a suite of world-class products powered by automation. Yellowfin is recognized as an innovator by the world's leading analyst firms. More than 27,000 organizations and more than three million end-users across 75 countries use Yellowfin every day. For more information, visit yellowfinbi.com

