

TS-Synthetic Amigo Customer Support Program

Easy migration from TMART to TS-Synthetic

Are you postponing a migration from BMC Transaction Management Application Response Time (**TMART**) to Micro Focus Silk Performer for TrueSight Synthetic Monitor 11.3.02 (**TS-Synthetic**) because of time, learning curve concerns or risk issues? Worry no more. The TS-Synthetic Assisted MIGration Operations (**AMIGO**) program is designed specifically to help you migrate quickly, easily and safely.

Contact Customer Support when you start planning your migration to get the upgrade checklist. This information will help you “jump start” your upgrade planning. Once you have developed your upgrade plan, Customer Support will review your plan and answer any questions.

AMIGO program includes:

- » A “Question and Answer” session before you upgrade
- » A review of your upgrade plan with Customer Support
- » An upgrade checklist
- » Helpful tips and tricks for upgrade success from previous customer upgrades
- » A follow-up session with Customer Support to let us know how it went. This will help BMC to enhance the process.

Get Started Now.

Open a BMC Support issue containing your environment information (product, version, OS, etc.) and the planned date of the installation, if known. We will contact you promptly, and work with you to ensure a successful and timely outcome.