



BMC Performance Manager Portal AMIGO Customer Support Program

Easy upgrades to the latest release of BPM Portal

BMC is proud to announce the Assisting MIGration Operations (AMIGO) program for BMC Performance Manager Portal. The AMIGO program is designed specifically to help you upgrade quickly, easily and safely.

Are you putting off an upgrade of BMC Performance Manager Portal because of time, effort, learning curve, or risk? If that's the case then let BMC Support work with you to ensure these concerns are no longer a factor in the upgrade process.

BMC designed AMIGO to allow you to work with BMC Support and other resources as needed to review your upgrade plan and to review your environment to see where areas of concern may be. BMC wants to help you with a smooth transition to the latest release.

The highlight of the program is that you get to spend quality time with Support reviewing the upgrade plan you have put together to see if every aspect has been covered. The BMC Performance Manager Portal has many different moving parts, for example the database, the application server(s), the web server(s), as well as the Remote Service Monitors. These different areas are all areas to watch out for when upgrading. You can take advantage of our experience with upgrading lots of customers to ensure your upgrade is smooth.

What are you waiting for? Are you tired of hearing from Support that your version is out of support? Well, now is your chance to get your plan together and work with Support to review it. BMC Support will meet with you and review your environment to help ensure all product aspects and/or integrations have been considered prior to the upgrade.

The AMIGO program includes:

- ❖ A review of the upgrade plan you develop with Customer Support
- ❖ An upgrade checklist to ensure success
- ❖ A "Question and Answer" session before you upgrade
- ❖ Helpful tips and tricks for upgrade success based on previous experience
- ❖ A follow-up session with Customer Support after you perform the upgrade to discuss the outcome

Contact Customer Support when you start planning your upgrade to get the upgrade checklist. This information will help you to "jump start" your upgrade planning. Once you have developed your upgrade plan, share the details with Customer Support who will review your plan and answer any questions you may have.

Don't delay, upgrade today! Many customers have already taken advantage of this opportunity.

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.