

## Press Release

### **Galileo Group AG integrates Conigma™ with BMC® Remedy®**

*Powerful interface between Conigma™ CCM and BMC® Remedy® permits the seamless integration of Change and Transport Management for SAP® with the Incident and Problem Management of the Service Desk.*

**Munich, December 18, 2007** - The Galileo Group AG, a leading provider of software solutions for the change and transport management of SAP® products, has announced the availability of a powerful bidirectional interface between Conigma™ CCM and BMC® Remedy®. Close integration of the ITIL service support processes and the change management process for SAP ensures a high degree of automation for the IT Services and strict, comprehensible adherence to the defined business processes.

The Conigma CCM Suite enables companies to define homogeneous, automated and efficient processes - which may be freely defined - for change, release and transport management of SAP applications, and to apply these processes both in the company itself and in collaboration with development and consulting partners. The new interface permits the integration of these processes with ITIL processes implemented in many organizations in BMC Remedy Service Desk. The interface now allows Remedy to be defined across the company as the leading application for IT Service Management, where releases and changes are planned and approved, independent of the technology and application involved. In the case of change requests which relate to SAP, these are automatically transmitted to Conigma CCM via the new interface, while metadata - such as the release affiliation or the corresponding status of the change request or ticket - is automatically synchronized between the two applications.

"Conigma CCM is the first software product which provides consistent release management for the SAP Netweaver Platform and can be seamlessly integrated with Remedy, one of the leading products for IT Service Management. Centralized release and change management is becoming absolutely crucial due to the heterogeneous technologies of the SAP Netweaver Platform, the increasing complexity of the SAP environment, and the need to take into account web applications and legacy systems found among our customers these days," explains Matthias Kneissl, Head of Product Management of the Galileo Group.

"The enduser and therefore the clients of IT departments often complain about lack of transparency and up-to-date information on the resolution of errors and the performance of change requests. This leads to considerable losses due to friction, not to mention productivity shortfalls, for both the IT team and the end user. Our new interface automatically provides up-to-date information at any time on the status of change requests and trouble tickets, ensuring greater satisfaction and efficiency for the IT team and the end user at the same time," adds Josef Huber, Vice President Sales and Marketing with the Galileo Group.

### **About the Galileo Group**

The Galileo Group AG is one of the leading providers of Change and Transport Management solutions for SAP®. The Conigma™ suite integrates administration and processes for further developing, adapting and customizing SAP software seamlessly with existing IT support infrastructure, such as SAP procedures for allocating software (ABAP TMS and Java CMS). This results in significant rationalization potential based on the more efficient, automated development and change processes; in addition, IT compliance initiatives are given optimal support by means of wide-ranging workflow functionalities and the detailed recording of all procedural steps.

The clients of Galileo Group include LSV (Landwirtschaftliche Sozialversicherung), Postbank, Siemens AG and Züricher Kantonalbank. Galileo Group AG may be found on the Internet under <http://www.galileo-group.de>.

Conigma is a trade mark of the Galileo Group AG.

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