

Salesforce.com and BMC Software Transform IT Management with Launch of RemedyForce

SYDNEY Dec. 9, 2010 - Salesforce.com, the enterprise cloud computing company, and BMC Software, the leader in IT management, today announced RemedyForce, a new cloud offering built on Force.com, salesforce.coms enterprise cloud computing platform. RemedyForce is a new strategic cloud offering from both companies that combines the strengths of two market leaders. The RemedyForce solutions will provide businesses a simple and fast path to transform how they think about IT service management and provide tangible results such as streamlined IT support processes and reduced costs.

RemedyForce

is the next phase of a strategic alliance between the two companies to develop, market, and sell cloud-based IT management. The announcement will be introduced by Marc Benioff, chairman and CEO of salesforce.com and Bob Beauchamp, chairman and CEO of BMC Software, as part of a keynote presentation at Dreamforce 2010, the industry cloud computing event.

IT

service management customers now have a cloud to address their needs, said Marc Benioff, chairman and CEO, salesforce.com. As the next major Salesforce cloud offering, we expect RemedyForce will drive cloud computing success throughout the IT departments at businesses of all sizes.

RemedyForce

provides an impressive new group of companies the opportunity to access the power of BMCs IT Service Management solutions as well as strengthens the core offering available to our own customers. The result provides businesses new ways to get more out of their IT investment, said Bob Beauchamp, chairman and CEO, BMC Software. This is the best of both worlds cutting edge delivery of proven solutions that will accelerate customer success and the evolution of both the cloud computing and IT management markets.

Based on the proven, successful partnership between salesforce.com and BMC Software, RemedyForce adds a new offering to salesforce.com's current cloud services which includes the Sales Cloud, Service Cloud, the Salesforce Chatter Collaboration Cloud, the Jigsaw Data Cloud, the Force.com Platform Cloud and Database.com. Similarly, RemedyForce joins the BMC family of leading IT service management products including BMC Remedy IT Service Management Suite and BMC Remedy OnDemand. With this move the two companies add significant value to customers through unsurpassed IT management capabilities.

BMCs

market leading IT Service Management (ITSM) solutions, along with other elements of the BMC portfolio provide the core functionality for RemedyForce. At the heart of Remedy Force is IT service desk, formerly Service Desk on Force.com, that brings together a broad set of IT service management capabilities with the proven Force.com enterprise cloud platform. The resulting solution is an easy-to-use IT service management suite with optimized performance capabilities for cloud-customers providing consolidated service desk capabilities.

Key

features include:

An

easy-to-use IT service management suite optimized for salesforce.com and BMC customers that integrates core service desk capabilities with change management, knowledge management, and problem management applications;

True

service management, including a configuration management database to provide the required single source of truth;

Streamlined

implementation on the Force.com platform and salesforce.com's trusted global service delivery infrastructure;

Real-time

collaboration using Salesforce Chatter;

Mobile

access, reporting, and analytics.

By

building BMC solutions on Force.com's robust multi-tenant cloud development and delivery platform, customers now have a comprehensive and integrated approach to service management, that is optimized for the Force.com platform and ecosystem. Customers using BMC's ITSM solutions report:

A

40 percent decrease in support costs;

Resolution

of 75 percent of issues on the first call;

Tens

of millions of dollars in ongoing operational savings.

With

RemedyForce, customers can take advantage of over 20 years of service management leadership and a proven, trusted cloud delivery infrastructure, and the simplicity of a standardized cloud application. BMC and salesforce.com will support RemedyForce with joint sales, marketing, product certification, and implementation programs. RemedyForce will be sold by both companies sales teams and partners, unlocking new business opportunities as they sell to customers looking for a proven solution with best of breed capabilities delivered by established industry leaders.

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Business

runs on IT. IT runs on BMC Software.

Business

thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2010, BMC revenue was approximately \$1.96 billion. Visit www.bmc.com for more information.

About salesforce.com

Salesforce.com

is the trusted enterprise cloud computing company. Based on salesforce.coms real-time, multitenant architecture, the companys Force.com platform and apps (<http://www.salesforce.com/crm>) have revolutionized the way companies collaborate and communicate. Salesforce.coms cloud offerings include:

The Sales Cloud, for sales force automation and contact management

The Service Cloud, for customer service and support

The Jigsaw Data Cloud, for ensuring data integrity and quality

Salesforce Chatter, for social collaboration

The Force.com platform, for custom application development

Database.com, the worlds first enterprise cloud database

The AppExchange, the worlds leading marketplace for enterprise cloud computing

apps

Salesforce.com

offers the fastest path to customer success with cloud computing. As of October 31, 2010, salesforce.com manages customer information for approximately 87,200 customers including Allianz Commercial, Dell, Japan Post, Kaiser Permanente, KONE, and SunTrust Banks.

Any

unreleased services or features referenced in this or other press releases or public statements may not be currently available and may not be delivered on time or at all. Customers who purchase salesforce.com applications should make their purchase decisions based upon features that are currently available. Salesforce.com has headquarters in San Francisco, with offices in Europe and Asia, and trades on the New York Stock Exchange under the ticker symbol "CRM. For more information please visit <http://www.salesforce.com>, or call 1-800-NO-SOFTWARE.

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