



## Meta-Archive – the only way to archive ITSM data

Data archiving is the process of identifying and moving inactive data out of current production systems and into specialized, long-term, BMC Remedy Archive tables. Moving inactive data out of high-use, active tables, optimizes ITSM search and retrieval performance for all ITSM users: your customers, support personnel, report analysts.

### Archiving Challenges

BMC Remedy OOTB Archiving handles each table independently. In fact, an ITSM Incident comprises many records in many forms — a tree of dependent records. Further, if an Incident is associated with a Change that is not archive ready, then that Incident too, must not be archived.

### Introducing Meta-Archive

Software Tool House's Meta-Archive solves all ITSM Archiving challenges and implements your archiving rules. We make it easy! Handle customers and classes of tickets differently, add your customized forms easily — all in a simple spreadsheet.

Archive forms are automatically generated. Associations are checked and reported. Software Tool House's Meta-Archive gives you the ability to restore as well!

### Meta-Archive delivers

- All associations are checked before a record is archived.
- The entire tree of records is archived before any deletions are done.
- Different archival ages can be set for different customers or classes of tickets.
- Different ages for associations can be set.
- It is easy to add any customized tables to the tree.
- Supported archive targets include BMC Archive forms (automatically generated), different Archive server, the file system as CSV and/or HTML including attachments.
- We get you going in a few hours with no server changes, no development project, no headaches.

### Your Benefits

- ✓ automating the data archiving process using purpose-built archive systems make production systems run better
- ✓ searches are quicker and use less resources resulting in faster ITSM application responses
- ✓ increased support personnel performance and satisfaction
- ✓ production performance is unaffected by information growth

### More Information

- [Meta-Archive Home](#)
- [Management Overview](#)
- [Windows Movie \(10 min.\)](#)
- [Fact Sheet](#)
- [White Paper](#)