



**Sharing Tools, Technology and Training**  
**October 15 - 19, 2012**  
**San Jose, California**

World Wide Remedy Users Group 2012 Conference (WWRUG12) will occur this October in San Jose, California. There is no better place to maximize your training expense than to obtain AR System based training, technical support, success stories and networking opportunities than WWRUG12.

BMC Software, Inc. will be providing expertise and support of WWRUG12 as our Cornerstone Partner. With this partnership, WWRUG12 brings together the largest annual gathering of BMC Remedy users, consultants, subject matter experts and partners in the world.

WWRUG12 provides three and a half days of formal training, success stories, personal interaction with BMC Remedy experts, plus networking opportunities with hundreds of users, developers, consultants, administrators and customers from around the globe. Participants have the opportunity to join in a wealth of learning, training and professional development activities at a central location – all for a very reasonable cost value.

Bottom Line: WWRUG12 is the most cost-effective way to experience the most extensive BMC Remedy learning and informative opportunities in today's IT world. The WWRUG Advisory Board encourages all attendees to take advantage of the subject matter experts on-hand to learn more about how to use BMC Remedy products more effectively and operationally in one's own IT environment.

WWRUG12 provides the following:

- Daily morning tutorial sessions that are taught by expert instructors and consultants.
- Demonstrations and lectures on new features and futures of BMC Remedy and related software.
- Presentations of more than 40 papers covering a wide array of applications and industries.
- Visibility to other BMC Remedy products that could enhance your organization's business services and decision making processes.
- Technology Showcase to allow the attendee to see what's new and exciting in 3rd party products and services.
- Presentations on lessons learned and best practice methodologies from experienced developers.
- Keynote sessions that provides different approaches to the Business Service Model (BSM) world.
- Case studies that demonstrate innovative ways to apply BMC Remedy solutions.
- Opportunities to share personal expertise with the BMC Remedy products.



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- Opportunities for users to demonstrate its organization's thought leadership in the market.
- Direct access to valuable BMC Remedy resources (BMC Software personnel and its product partners), where you'll learn about relevant current and upcoming features and request future enhancements to better meet your organization's needs.
- Birds of a Feather and meeting opportunities with BMC Remedy developers, partners and vendors.

WWRUG12 is managed by people who have been active in the Remedy world since the beginning, including the Founder of ARSlist, the Founders of WWRUG, key people in three of the earliest Remedy user groups, plus BMC Remedy AR System and ITSM training and subject matter experts.

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Register now at <http://www.wwrug12.com/registrations.html> and save \$1250 before May 1st!

Best Regards,

Daniel Bloom  
WWRUG12 Conference Chairman

