



## **WWRUG10: THE MOST INFORMATIVE, RELEVANT, AND VALUABLE BMC REMEDY CONFERENCE**

Are you planning to upgrade your ITSM suite or Action Request System (AR System) to the latest releases? Are you looking for solutions that can improve your IT Service Management and Support organizations with products that can easily integrate with AR System applications? Are you up to date with your skills and knowledge of the AR System? Have you ever wanted to talk face-to-face with BMC Software's engineers and support personnel? Are your BMC Remedy applications ready to go mobile? Do you want to expand the reach of your ITSM foundation? Do you need technical training, but your budget has shrunk?

If you answered yes to any of these questions, then your company's IT Support Representatives and AR System Administrators and Developers should attend WWRUG10, the largest annual gathering of BMC Remedy users, customers, partners and experts anywhere. WWRUG10 is:

- Keynote sessions featuring visionaries of the Business Service Management world
- Classroom training for products from BMC and Business Partners presented by professional instructors. Choose from more than 30 formal presentations covering a wide array of applications and industries
- Real-world technical and management case studies. Take advantage of lessons-learned, programming best practices, and innovative ways to apply BMC Remedy solutions from the people who have 'been there and done that'
- Access to BMC's Remedy product managers, support staff and engineers. Understand the thinking behind the products and the direction they are taking. Meet the people behind the magic
- A Technology Showcase where you can meet third-party vendors and their developers; learn about solutions made to work with your Remedy applications and to enhance your business services. Experience hands on demonstrations of the latest BMC Remedy solutions
- An opportunity to mingle with the thought leaders in the World Wide Remedy Users Group. This is a unique opportunity to network with hundreds of expert developers and project leaders from around the world
- An Executive track for two-way communication with the top ranks of BMC and Major Third Party Companies who offer various applications and IT/AR System integration products
- **BONUS:** Everyone attending WWRUG10 receives a digital version of ALL the tutorial and vendor session presentations to review and share with the rest of your team.

WWRUG10 is organized by people who care about the growth and welfare of the AR System and its supporting products. This includes the ARSList network, the world's largest online technical discussion group for all things Remedy. Because WWRUG10 is run by and for Remedy users, it is the most intense Remedy-centric conference there is. WWRUG10 offers the most value for your company's ever tightening budgets. If Remedy is a part of your world, then you need to attend WWRUG10.

## **WWRUG10 – SHARING TOOLS, TECHNOLOGY AND TRAINING**

**WWRUG10**  
OCTOBER 18 – 22, 2010

**BUSINESS RUNS ON I.T.  
I.T. RUNS ON BMC  
EVERYONE ATTENDS WWRUG**

**REGISTER NOW**  
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