

## Acronym Soup: The new service technologies and the vendors that support them

*Looking for tools to translate IT into business and back again? Here's a sampling of products that can help.*

### Business Service Management

BSM software allows users to view how business services are performing based on the metrics of the underlying software and hardware.

►► **BMC Atrium**, BMC Software Inc., Houston, [www.bmc.com/bsm](http://www.bmc.com/bsm)

►► **Business Service Level Manager**, Managed Objects Solutions Inc., McLean, Va., [www.managed-objects.com/solutions/bslm.jsp](http://www.managed-objects.com/solutions/bslm.jsp)

►► **HP OpenView Business Service Management**, Hewlett-Packard Co., Palo Alto, Calif., [www.managementsoftware.hp.com/solutions/bsm](http://www.managementsoftware.hp.com/solutions/bsm)

►► **IBM Tivoli Business Systems Manager**, IBM Corp., Armonk N.Y., [www.306.ibm.com/software/tivoli/solutions/bsm](http://www.306.ibm.com/software/tivoli/solutions/bsm)

►► **Magnum Suite**, Magnum Technologies Inc., Eden Prairie, Minn., [www.magnumtech.com/suite.html](http://www.magnumtech.com/suite.html)

### Business Process Management

BPM software allows users to compose a workflow, or a series of steps a form takes as it goes through an organization. The best BPM tools have visual interfaces that allow managers to easily assemble routes without the need to code.

►► **Adobe LiveCycle**, Adobe

Systems Inc., Mountain View, Calif., [www.adobe.com/products/server/workflowserver](http://www.adobe.com/products/server/workflowserver)

►► **CleverPath Aion Business Process Manager**, Computer Associates International Inc., Islandia, N.Y., [www.3.ca.com/Solutions/Product.asp?ID=5268](http://www.3.ca.com/Solutions/Product.asp?ID=5268)

►► **Roundtrip Business Process Management Suite**, Metastorm Inc., Columbia, Md., [www.metastorm.com/products](http://www.metastorm.com/products)

►► **SmartBPM Suite**, Pegasystems Inc., Cambridge, Mass., [www.pegasystems.com/Products/SmartBPMSuite.asp](http://www.pegasystems.com/Products/SmartBPMSuite.asp)

►► **Tibco Staffware Process Suite**, Tibco Software Inc., Palo Alto, Calif., [www.tibco.com/software/process\\_management](http://www.tibco.com/software/process_management)

►► **Verity LiquidOffice**, Verity Inc., Sunnyvale, Calif., [www.verity.com/](http://www.verity.com/)

[products/liquidoffice](http://products/liquidoffice)

### Business Process Execution Language

BPEL is a markup language for describing how to string together Web services into a composite application. BPEL editors and run-time engines promise to remove the hand coding from the process.

►► **ActiveBPEL**, ActiveBPEL, LLC, Shelton, Conn., [www.activebpel.org](http://www.activebpel.org)

►► **Oracle BPEL Process Manager**, Oracle Corp., Redwood Shores, Calif., [www.oracle.com/technology/products/ias/bpel](http://www.oracle.com/technology/products/ias/bpel)

►► **Interstage Business Process Manager**, Fujitsu Software Corp., Sunnyvale, Calif., [www.fujitsu.com/global/services/software](http://www.fujitsu.com/global/services/software)

►► **WebLogic Integration**, BEA Systems Inc., San Jose, Calif., [www.bea.com/weblogic](http://www.bea.com/weblogic)