Client Tier

Other clients   Browsers   Mobile clients

Load balancer

Web Tier

Mid Tier   Virtual Chat   RSSO   Smart Reporting   Smart IT   Digital Workplace Advanced

Applications running on the same physical server but using different web servers

Load balancer

Server Tier

REST APIs   Java APIs

AR System servers (with CMDB and ITSM apps)

Data Tier

AR System database + Smart IT database + Smart Reporting database + DWP database + DWP Catalog database

Client Tier

Contains Remedy clients (Browser clients, Windows clients). Most clients present information to application users and receive input from them. The tools for migration and application development are also clients (Remedy Developer Studio, Remedy Migrator, Remedy Data Import).

Web Tier

Contains components (Remedy Mid Tier, Smart IT, and Digital Workplace) and add-in services (Web Services, REST APIs, and Flashboards) that run on a web server, enabling users to view applications on the web.

Server Tier

Contains the Remedy AR System server, which controls workflow processes and access to databases and other data sources in the data tier. This tier also contains server-side applications (Approval Server, Email Engine, FTS, DSO, Atrium Integrator) and the C and Oracle Java plug-in servers with plug-ins (ARDBC, AREA, and AR Filter plug-ins).

Data Tier

Contains database servers and other data sources that can be accessed by the Remedy AR System server. The database server acts as the data storage and retrieval engine.