Fortune 500 financial services company optimizes the customer experience and cloud use with applications managed service

99% faster

faster VM provisioning

99% faster

faster SQL provisioning

2400+

servers provisioned

Business Challenge

A U.S. based $18.3B (2016) investment and insurance company lacked the capacity and capability to fully leverage their Cloud Lifecycle Management (CLM) solution to expand and exploit their cloud footprint. They needed to do more while maintaining the same operational cost structure. Accomplishing this outcome would require deep solution expertise to increase process automation and reduce patching compliance risks. While operating efficiency and risk reduction were key drivers, the company also needed to improve end user experiences by eliminating provisioning failures and dramatically improving provisioning times.

BMC Solution

BMC Customer Success built a program to address two key customer initiatives. The first focused on improving customer experience and the second focused on accelerating the customer's automation strategy. The first step to improving customer experience required stabilizing and optimizing the Cloud Lifecycle Management (CLM) solution, by upgrading and then improving the solution configurations and integrations. Next, BMC Customer Success refreshed and expanded the provisioning catalog to provide customers with services that better met their requirements. Following this initial phase of stabilizing and optimizing the solution, BMC took over responsibility for the core operations of the CLM platform through an Applications Managed Service (AMS). This allowed the customer's in-house staff to focus on innovation and executing an automation strategy to drive cloud adoption and process automation.

AMS created an effective collaborative ecosystem to work as an extended part of the customer's operations team, and delivered added value by harnessing BMC's R&D and support teams to deliver a more effective solution.

Business Impact

The investment and insurance company achieved increased self-service adoption through automated application and infrastructure provisioning. BMC AMS is now helping them maintain their three environments with full accountability for service delivery.

- Virtual machine (VM) provisioning times are down to 1.5-2 hours from over a week.
- SQL servers are now delivered within 3 hours as opposed to 3 weeks.
- The company was able to extend the catalog to include automated provisioning of database-as-a-service environments, and also provide seamless integration with third-party tools for discovery and cost management.
- The customer expanded their catalog to 81 service offerings, with around 2,000 service offering instances provisioned, and a similar number of servers provisioned.

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