



\$1.8M in savings per year with MyIT

20% reduction in service desk calls

Four service desks consolidated to one

Leading network equipment provider drives service management for its 80K+ users with the support of BMC Global Services

BUSINESS CHALLENGE

A \$25 billion multinational network equipment provider (NEP) is focused on driving better experiences for its enterprise customers and the customers of its telco clients. With rapid change driven by extreme automation and robotics, customers are expecting more sophisticated interaction with their infrastructure vendors. To enable this change, the company embarked on a global program to consolidate, modernize, and automate its service desk, providing customers with an omni-channel self-service experience to better support its mobile workforce and deliver improved customer satisfaction.

BMC SOLUTION

BMC Global Services developed a roadmap focused on modernizing the service desk and driving service management excellence, with a focus on tool consolidation, data quality, and process improvement. A BMC Customer Success executive helped accelerate solution adoption and value realization by introducing a framework to track progress against agreed outcomes. As process and organizational capabilities increased, the customer was able to adopt more advanced use cases.

BUSINESS IMPACT

Working with BMC Global Services, the company was able to consolidate four service desks into one global service desk within nine months. An investment in process improvement, solution integration, education services, and change management plans enabled rapid adoption—allowing service desk agents to work more effectively and efficiently. Phase two of the project will include integration of HR services and further self-service catalog aggregation.

- Dynamic discovery improved data quality, service mapping, and service quality.
- The use of MyIT has led to a **20% reduction in service desk calls and savings of \$1.8 million per year.**
- The use of TrueSight Operations Management has led to **savings of \$4 million over five years.**

INDUSTRY

Networking and Telecommunications

CHALLENGE

Modernize IT services to deliver better customer experiences in a competitive market

SOLUTION

BMC Customer Success services, including BMC Consulting and BMC Education, developed a roadmap for the company to focus on service management excellence with BMC solutions MyIT, Remedy, Discovery, and TrueSight Operations Management.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

