




60% less ad hoc work requests


24x7 submissions via self-service


181,000+ businesses served



Unum Group

 **INDUSTRY**
Insurance

 **CHALLENGE**
Implement self-service to accelerate batch requests, job execution, and status updates

 **SOLUTION**
BMC Control-M Self Service empowers developers and business users to submit and manage jobs on their own, saving time and cutting costs.

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

BMC – Bring IT to Life

Multibillion dollar insurance provider Unum cuts batch service requests by over 60% for its 10,000 employees

BUSINESS CHALLENGE

Unum is a leading provider of financial protection benefits in the workplace, serving more than 181,000 businesses in the U.S. and U.K. Unum's IT operations group was handling hundreds of requests monthly for ad hoc workflows to be scheduled by various internal groups. As part of a business-critical transformation of its data center, Unum wanted to empower internal users to run and monitor their own job requests.

BMC SOLUTION

With BMC Control-M Self Service, developers submit workflows through a fully controlled and audited self-service catalog. Developers and business users can now check the status of their workflows at anytime from anywhere via a web interface. When developers need to fix an issue with jobs in their workflows, they can view output and logs from the same interface.

BUSINESS IMPACT

BMC Control-M Self Service has increased the efficiency and productivity of IT operations as well as developers, and business users are no longer limited to submitting requests during normal business hours.

- Instead of spending time creating and submitting request tickets, **workflow owners simply point and click in the service catalog.**
- **Self-service has reduced ad hoc work requests** to the IT operations team by more than 60%.
- Developers and business users no longer have to wait for operations to process request tickets, so **they are able to get their jobs done faster.**

Says Tracey Prendergast, Operations Manager, Unum, "We're in the process of transforming our mainframe operations. We're trying to automate as much as possible, and Control-M Self Service really fits in with that vision."

