

Day 2 Operations

Get immediate assistance after going live and increase adoption of your BMC solutions



BUSINESS CHALLENGE

After an implementation of new software, your operations team may struggle with increased help desk tickets, new or different use cases based on usage patterns, and users rejecting the software due to unavailability or instability. It's critical to drive adoption of the new software within the first three months of going live. If the solution is not accepted within the first few weeks, the return on investment (ROI) may be compromised and adoption may never be fully realized.

BMC APPROACH

BMC offers Day 2 Operations, a consulting engagement that provides application and infrastructure administration and management across BMC solutions for a period of 90 days immediately following a successful go-live. With this engagement, BMC will help you stabilize the solution, implement minor refinements, drive adoption, enhance end user experiences, and hand over the operations either to your operations team or BMC's Applications Managed Services team.

OFFERING DETAILS

Day 2 Operations is a consulting engagement for the administration and management of all BMC solutions that:

- + Administers the application completely in your production environment
- + Refines the software configuration based on your usage patterns
- + Ensures stability and availability of the software

90-Day Prescriptive Engagement: Utilizing best practices and standard operating procedures to successfully help thousands of implementations.

Available for All BMC Digital Enterprise Management Solutions: Digital Service Management, Data Center Automation, Cloud Lifecycle Management, TrueSight Operations Management, TrueSight Capacity Optimization, Discovery, Control-M, and more.

Proven Governance Model: ITIL®-based service with multi-level governance model that is proven across hundreds of large customers.

FOR MORE INFORMATION

To learn more about Day 2 Operations, visit
bmc.com/it-services/day-2-operations-service



A high number of help desk tickets



Different usage patterns than expected



Low user adoption due to instability and unavailability

3 month time period



Stable, widely adopted state

- ⬆ Within the first 3 months of go-live, your organization may experience a high number of help desk tickets, different usage patterns than expected, and low user adoption due to instability and unavailability of the solution stack.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.