



# BMC MyIT Deployment Services

Maximize the effectiveness of your investment in IT consumerization through a proven approach to BMC MyIT deployment.

## Key deliverables

- » Architecture and design of the BMC MyIT infrastructure
- » Clear definition and measurement of business objectives — with a proven approach to IT transformation
- » Installation and configuration of BMC MyIT

## Key benefits

- » Reduce risk and accelerate ROI by leveraging the expertise of BMC Global Services
- » Provide personalized, easy-to-use, and self-serve access to the full range of IT services
- » Improve user satisfaction
- » Reduce IT costs with fewer first-level support requests

## Business challenge

The consumerization of IT comes with new expectations of corporate IT. Employees, driven by their mobile and tablet experiences expect IT to keep pace. They assume the accessibility and convenience of corporate technology, services, and support will match their experience in the wider world. Increased adoption of BYOD also has a significant and material impact on volume and costs of services and support. Unprecedented numbers of end users are consuming more — and increasingly varied — technology services.

While many employees purchase mobile devices for use both at home and at work, they also invest in commercially available apps and storage services for use in both contexts, blurring the traditional lines of ownership and accountability. They expect communication with their service providers to be instantaneous and collaborative, and much more social in nature. While solutions exist to meet the growing demands of enterprise employees, long-term success comes down to proper planning and an adherence to a proven best-practice approach to full value realization. A lack of proper planning and implementation execution can leave even the best of intentions falling short of expectations.

## The BMC solution

BMC MyIT provides a revolutionary new enterprise software solution that empowers employees to take personal control over the delivery of the work-related IT services and information they need — anytime, anywhere, from any device. The BMC MyIT solution delivers significant operational benefits and resolves many expensive, interlocking problems, including the need to reduce IT service costs, improve employee productivity, and enable stronger IT operations.

The BMC MyIT solution can be used from any device, delivering a personalized portfolio of technology and services to each individual employee, including access to the corporate knowledge base, service requests, and other location-aware services and solutions. Key components of the solution include:

- » MyIT Service Health – Provides operating status on individually defined services
- » MyIT Assistance - Search for information & requests, pick from “top-10” lists of requests, make appointments to get personalized assistance
- » MyIT Location based services - Automatically define and request location, assets and local resources

## BMC MyIT Deployment Services

BMC Consulting Services helps you dramatically reduce project time, cost, and risk by avoiding extensive process reengineering and technology customization, allowing you to unlock the full potential of your BMC MyIT solution — and achieve value quickly. MyIT deployment services are designed to get your organization up and running quickly and securely - providing a solid foundation on which your staff can scale the solution as time progresses. BMC MyIT deployment services are offered as two distinctive offerings: Rapid Start and Enterprise Deployment.

## Additional services

- » **BMC MyIT Solution Planning Workshop** — Understand and refine your deployment objectives and costs for BMC MyIT
- » **Premier / Continuous Support** — Benefit from proactive situational analysis; weekly support case reviews; a named support engineer and account manager; annual site visits; and a sandbox environment
- » **BMC Education Services for MyIT** — MyIT Learning Path Courses and Education Solution Accelerator for multi-lingual, customized education

## BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. Tens of thousands of IT organizations around the world -- from small and mid-market businesses to the Global 100 -- rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. BMC helps customers cut costs, reduce risk and achieve business objectives with the broadest choice of IT management solutions, including industry-leading Business Service Management and Cloud Management offerings. For the four fiscal quarters ended December 31, 2012, BMC revenue was approximately \$2.2 billion.

## BMC MyIT Rapid Start Service

BMC Consulting Services implements BMC MyIT in a pilot environment to allow your team to realize the benefits of the solution first hand, helping to transform the IT experience while reducing the cost of service delivery. The service deploys BMC MyIT in a pilot environment with the basic features enabled and minimally configured.

The pilot environment provides your staff with the base functionality to demonstrate how BMC MyIT will help your organization to enhance end-user productivity and satisfaction with IT services, and allows for the ideal opportunity to "test drive" the features and functionality of the solution.

## BMC MyIT Enterprise Deployment Service

The BMC MyIT Enterprise Deployment Service provides a comprehensive implementation of the BMC MyIT solution no matter the organization or global presence. BMC consultants manage the project, analyze and design the architecture, and ensure that implementation best practices are used. A critical component of deployment success ensures that your staff and end users are fully educated on how to get the most out of the solution. The prescriptive, best-practice-based, implementation approach used by BMC Consulting Services ensures that your organization will be able to realize maximum benefit of BMC MyIT within the minimal amount of time.

Feature	Rapid Start Service	Enterprise Deployment
Project management	Yes	Yes
Architect and design of the BMC MyIT infrastructure	No	Yes
Recommended design, installation and configuration in pilot infrastructure	Yes	No
Customer-branded BMC MyIT application	Yes	Yes
Configuration of notifications and broadcasts	Yes	Yes
Configuration of IT service calendar	Yes (Up to 10 calendars)	Yes
Configuration of BMC MyIT Health Services	Yes (Up to 20 services)	Yes
Configuration of BMC MyIT Assistance	Yes (up to 10 articles)	Yes
Configuration of BMC MyIT location-based services and assets	Yes (Up to 20 sites, 10 floor maps)	Yes
Installation and configuration of BMC MyIT in development environment	No	Yes

## About BMC Global Services

With more than 2,000 customer implementations, BMC is uniquely qualified to help you simplify and automate your IT infrastructure and processes so you can better manage business services. BMC has a consulting and education services team of more than 800 worldwide professionals committed to helping our customers achieve successful outcomes with tangible business value through Business Service Management.

## For more information

For more information about this service, please visit [www.bmc.com/services](http://www.bmc.com/services).