BMC Remedy IT Service Management Suite

BMC Remedy ITSM enables streamlined service delivery with an amazing user experience on both sides of the service desk.

Business Challenge

Today's enterprises are facing constrained resource, operating, and capital budgets. Users who are driven by the consumerization of IT and compelling consumer-style applications create a higher expectation of service. The business demands high levels of performance, easy access, simple processes, and continuous availability — in a simple and convenient manner.

Unfortunately, many of today's service management solutions are still using outdated business processes requiring multi-form, multi-system workflows and non-intuitive problem solving techniques that take too long and lack knowledge which results in poor response rates with low customer satisfaction. As a result, enterprises are being driven to explore critical decisions around their IT service management strategy. A strategy which now must include how to leverage cloud computing, mobility, social collaboration and integrated IT service and IT operations management processes.

THE BMC REMEDY SOLUTION

Available both as an on-premise and a cloud-based solution, the BMC Remedy IT Service Management Suite combines decades of market-leading service support solution experience with a modern, intelligent approach to today's service desk. From simple help desk control to cloud lifecycle management — from basic change tasking to a full set of extensible out-of-the-box ITIL process modules— from end user self-service to a beautiful, intelligent and mobile solution purpose-built for IT staff, no other ITSM solution meets the needs of the modern IT organization.

KEY BENEFITS

- Adaptive automation achievable through comprehensive IT Service Management integrated with a greater IT Operations Management environment

- Empower employees to perform at their best by delivering knowledge through collaboration and data driven insights.

- Extensible platform to configure, automate and analyze every business service to minimize risk to the enterprise

- Understand service trends embedded within the IT Service Management process to provide better business support

- Manage risks and optimize costs with integrated ITSM & ITOM solutions provided from one vendor
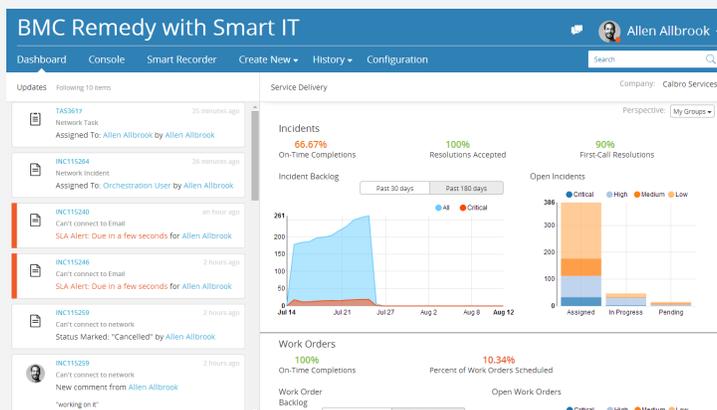

FIGURE 1: BMC Remedy with Smart IT brings an amazing user experience to IT users

More productivity, not more people

With 14 percent of the IT service desk budget focused on tools and 86 percent of the budget focused on labor, what's needed is more productivity, not more people

- Simpler tools that empower users at different skill levels

- Self-service and automation to eliminate non-value-added work from the service desk

- Mobility to increase productivity for remote workers

- Social IT for effective engagement with end users and peer-to-peer collaboration

- Automated incident matching to ensure that similar issues are resolved efficiently by leveraging previous solutions

SMARTER SERVICE DESK WITH BMC REMEDY WITH SMART IT

Remedy with Smart IT delivers a modern, intuitive experience with real-time service & support, enabling a more knowledgeable and collaborative workforce organized around IT roles, not modules.

Beautiful experience: Easy access and streamlined service delivery for every IT persona are the basis for Remedy with Smart IT. Smart IT's persona based experience empowers everyone regardless of position.

Intelligent Interaction: Smart IT adds intelligence and insight to the service management process by populating customer profiles, historical data and dynamic resource suggestions from a single view.

Mobile Access: With a mobile design meant to access knowledge while away from the desk, rather than functions designed for the desktop and crammed into the mobile environment, mobile concepts native to Smart IT are a must for on-the-go IT staff.

Collaboration & Insight: Smart IT offers a social platform based on teamwork and real-time knowledge sharing. IT staff can create their own profiles, share articles, access online IT discussions, and use standard social tools to follow or "like" certain commentary or people on the team.

Next generation self-service with BMC MyIT

MyIT is a modern self-service app that reduces IT friction, cuts support costs, and boosts customer satisfaction. Imagine the ease of formless IT, productivity of context-aware services, and freedom of social collaboration—and you have MyIT.

Social IT: When you open MyIT, it gives you a snapshot of your day, displaying your activities feed with upcoming appointments, pending requests, unresolved issues, and alerts from systems you use in your daily work.

Formless IT: No more forms, no more fuss. Instead of filling out a long form when you need help, simply write a short post saying what you need.

Crowdsourced IT: Now everyone can help IT discover and manage the IT environment. Users can add assets to the location-aware floor maps with drag-and-drop ease.

App Store: Integration with BMC AppZone gives you fast and secure access to mobile, cloud, and desktop software from any device.

Appointments: For IT help, you can schedule in-person assistance or virtual sessions via chat or phone, Skype or Google+.

FIGURE **2**: BMC MyIT is available for business user self-service with the Remedy ITSM Suite

IT OPERATIONS MANAGEMENT (ITOM) MADE EASY.

BMC Remedy IT Service Management Suite includes standard integrations that transcend the lines between traditional IT service support and operational management. The resulting IT Operational Management (ITOM) solution is a perfect fit for mature-process enterprises looking to evolve their IT service management practice to a new level that includes network, database, application, availability, and performance monitoring, as well as configuration management and workload process automation. This integrated solution delivers value by facilitating full business service management through such use cases as:

- Intelligent incident ticketing based on monitored events

- Full software lifecycle management

- Complete configuration and drift management

- Fully-controlled cloud lifecycle management

A full suite of business-aware applications

Whether you start with one application or several, BMC Remedy is designed to be configurable and extensible to meet your specific needs — from IT service management to IT operations management value.

Remedy Service Desk: Enable comprehensive, best-practice-based incident and problem management processes via intuitive, enterprise-scale technology. Optimized for today's mobile enterprises, Remedy Service Desk can be managed "on the go" by supporting today's mobile platforms.

Remedy Change Management: Manage change and releases across the entire IT infrastructure — from data centers to desktops — according to ITIL best practices or organizational policies. Facilitate the skyrocketing amount of change approvals necessary with change templates and a configurable approval process. Detect and avoid change "collisions" with an intuitive, configurable change calendar.

BMC Service Request Management: Provide the service definitions and fulfillment that power the catalog of services presented in MyIT's self-service portal. Track and manage service levels, service costs, and demand/supply of said services.

Remedy Asset Management: Manage the entire lifecycle of IT assets from procurement through retirement. Track the data ranging from logistics to financial budget impact to contractual support. Utilize software license management features in both your asset and operational processes to ensure that software usage, particularly in cloud-based environments, stays within contractual agreements.

Remedy Knowledge Management: Provide service desk analysts with a knowledge base of easy-to-find solutions and give end users self-service access to help them resolve issues on their own.

BMC Atrium Service Level Management: Establish, track, and measure SLA performance and compliance in real-time to view trends, spot problem areas, and minimize disruptions for key business services.

Remedy Virtual Agent: Effectively provide assisted support to end users via chat, supported on the back-end by a chat bot (virtual agent) or by live service desk agents.

Remedy IT Service Management-Process Designer: Quickly build and deploy new requests and processes using graphical workflow tools that set configured, not customized, settings.

BMC MyIT: Deliver a consumer-style experience for business users to help themselves via self-service capabilities of social IT, app store functionality, appointment setting and anywhere access.

Remedy with Smart IT: Provides a intuitive, amazing IT user experience that empowers IT staff to bring more efficient and personalized service to business users via knowledge, collaboration and comprehensive mobile functionality.

A COMMON, SHARED PLATFORM

With a unified platform and a robust and scalable architecture, you get great results sooner — and keep getting them well into the future. BMC Atrium provides the foundation for managing services across their lifecycles.

- **BMC Remedy Action Request System:** Enterprise-proven, service process platform that extends out-of-the-box application functionality without programming, provides a single point of integration to third-party tools, and facilitates quicker, easier upgrades using patented overlay technology.

- **BMC Atrium Discovery and Dependency Mapping (ADDM):**Discovery toolset that automatically discovers physical and virtual IT assets and applications — and the relationships between them.

- **BMC Atrium CMDB:** Industry-leading configuration management database that provides a "single source of truth" for your IT infrastructure and consolidates silos of data into an enterprise-wide view showing physical and logical relationships to each other and to business services.

- **BMC Atrium Dashboards and Analytics:** Graphical visibility into key IT performance indicators with comprehensive deep-dive analysis in user-formatted reports of data across multiple BSM disciplines.

FIGURE 3 : BMC Atrium Dashboards for Business Service Management

BMC SERVICE MANAGEMENT PROCESS MODEL

- Provides best-practice work instructions

- Combines the learnings from hundreds of service management implementations in more than 30 countries

- Guides simpler, low-risk deployments in a user-friendly web interface

- Not only specifies what is expected of employees; also explains how to do it

- Key performance indicators (KPIs) designed for continuous improvement in cost and performance

TRUST THE COMPANY OF EXPERTS

BMC has a wealth of experience and resources to make your IT service management project a success. Through our large network of systems integration and technology partners, professional and educational services, and a wealth of BMC online communities and user groups, you will benefit from the largest IT service management ecosystem in the world. Whether you need ITIL training and certification, process or architectural design, implementation services, or complementary technologies, BMC can help.

For more information

For more information on Remedy ITSM Suite, please visit www.bmc.com/ it-solutions /remedy-itsm.html

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.

BMC – Bring IT to Life.

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