BUSINESS CHALLENGE

IT organizations often struggle to achieve and communicate the business value of their digital transformation initiatives. In addition to enabling technology, IT leaders need a strategic approach and framework for ensuring that critical initiatives deliver value aligned to business objectives. Without proactive measures in place, IT organizations can easily lose focus and fail to achieve expected outcomes from their investments.

BMC APPROACH

The BMC Advantage program provides you with the framework and resources you need to keep your organization’s IT initiatives on track to achieving and demonstrating business value.

Our framework is a best practice approach that identifies activities and deliverables that impact business value and assesses your organization’s ability to achieve its objectives. The program is led by a highly experienced Customer Success Executive backed by an Architect and an Executive Sponsor, who work with you to develop and execute a long term, joint success plan. A key aspect of the framework is our value alignment and governance model, which provides the ongoing commitment to help you achieve and demonstrate continuous value.

OFFERING DETAILS

The BMC Advantage program is a service that can be purchased for one, two, or three term years. With the BMC Advantage program, you get:

- A Customer Success Executive (CSE) who works with you to develop a success plan, stays actively engaged with you throughout the term, and leverages the entire BMC ecosystem to de-risk execution. The CSE will also work with you to review the success of our partnership at formal quarterly business reviews (QBRs).
- An Architect who conducts a best practice review of targeted capabilities and solutions, highlighting opportunities to improve adoption and value.
- A BMC Executive Sponsor who partners with your leadership team to ensure we are aligned at an executive management level.

PROGRAM BENEFITS

- De-risk your organization’s ability to achieve business outcomes
- Ability to clearly communicate value-impacting deliverables and activities
- Consistency and predictability in delivering value over time
CUSTOMER EXAMPLE

US Health Information Solutions (HIS) Provider: The HIS provider struggled to control IT overspend due to its limited visibility of storage utilization capacity. Prior attempts to execute against capacity management initiatives were delayed by months because of shifts in focus and priorities. To accelerate their storage capacity optimisation initiative, the BMC Advantage Program developed a joint Success Plan as well as established a governance structure which included measurement of actual results vs. forecasted. As a result of the clarified focus, governance, and measurements, the customer reached their storage capacity goals four months ahead of schedule and achieved 3% storage recovery, leading to $7M cost savings.

European Multinational Networking & Telecommunications Company: The company had significant difficulty achieving its service assurance goals and making methodical staff reductions. To address constantly changing business priorities and demands, the BMC Advantage program enabled a strategic joint governance framework and drove a Success Plan that ensured multiple business stakeholders were collaborating effectively to accomplish their cost savings initiatives. The plan delivered over $2.5M of total savings over four years, resulting in even higher customer confidence about their investment with BMC.

RELATED OFFERING

Premier Support: Provides proactive and tailored product assistance based on the specifications of your environment. If your team needs more direct, technical support for BMC solutions, visit bmc.com/support/resources/bmc-premiersupport-services.html.

FOR MORE INFORMATION
To learn more about the BMC Advantage program, visit bmc.com/it-services/advantage