



150K global users supported

End-to-end self-service

Consumerized user experience



vodafone

Vodafone

INDUSTRY

Mobile Communications

CHALLENGE

Empower 150,000 employees to access customized IT services directly without having to navigate a complex service desk environment.

SOLUTION

BMC MyIT provides anywhere, any-device access to answers and tools customized for each user's needs.

Leading mobile carrier Vodafone delivers a best-in-class self-service IT experience to its 150,000 worldwide employees

BUSINESS CHALLENGE

As the world's second-largest mobile operator, Vodafone can't afford to let IT problems get in the way of its 150,000 employees. Wherever people work—office, home, or away—they rely on IT to ensure uninterrupted productivity. But to access IT services or support, employees had to face 31 separate service desks running 23 different platforms, with no guarantee of an end-to-end service experience. Meanwhile, service agents struggled to handle 250,000 tickets each month. To deliver excellence for its customers, Vodafone had to improve the service it delivered to its employees.

BMC SOLUTION

Vodafone chose BMC MyIT to empower employees with self-service access to the answers and tools they need based on their location, role, and preferences. Available through a desktop or laptop browser, or through a mobile app, MyIT is ideally suited for the company's highly distributed, mobile workforce.

BUSINESS IMPACT

MyIT helps Vodafone keep its employees productive by giving them self-service access to customized IT services without the need to go through the service desk.

- Many **level-one calls are diverted from the service desk** and resolved by users themselves, reducing the burden on IT staff.
- By solving their own problems quickly and easily, **employees can get back to work** promptly to serve customers.
- **Formless requests, context-aware services, and crowdsourced collaboration** provide a **consumer-like service experience**, improving satisfaction.

"We want to deliver best-in-class service for our employees, which in turn helps us demonstrate excellence in service for our company's customers. BMC is 100% on that journey with us," said Karine Brunet, Head of IS Transformation and Shared Services.

