Solution Evaluation Service

Analyze solution maturity, performance, and effectiveness

bmc

BUSINESS CHALLENGE

IT leaders are required to demonstrate that their solutions are optimized, fully adopted, and deliver the expected ROI. Even though the solution deployment may have been carried out on time and within budget, a lack of capability maturity and solution optimization may impact the realization of anticipated outcomes and value.

BMC APPROACH

The Solution Evaluation Service focuses on optimizing existing solution implementations or evaluating an upgrade path to help determine how the adoption of new use cases and solution functionality can accelerate value and solve business problems. Using a combined approach of interviews and health checks, our technology subject matter experts and transformation architects will analyze and evaluate your current solution implementation and configuration. We will also evaluate your IT operations capability maturity and make improvement recommendations focused on people, process, technology, and data. Our approach focuses on simplifying process and ways of working, and enabling your people to take advantage of our solutions to achieve desired outcomes and deliver more value from your BMC investment.

OFFERING DETAILS

The Solution Evaluation Service provides a detailed report and actionable plan that is strongly connected to and driven by solution optimization and capability improvement. At the end of the engagement, you will understand the levels of effort required to optimize your solution and the changes and investment in your people, processes, and data to improve capability maturity required to achieve outcomes and increase value to the business.

BMC conducts the Solution Evaluation Service via an interactive engagement that is scoped according to the size and complexity of your environment. During the evaluation, BMC will collaborate with the customer to evaluate the current state and outline recommendations around the following areas to advance the solution to your desired performance:

+ Review current in scope process maturity in line with existing solution functionality usage, and demonstrate new functionality as well as recommend ways to improve process maturity through better use of the tool

+ Review use cases associated with existing and potential new integrations that add value and provide reasonable efforts on the likely impact and effort required to build and maintain these integrations for more advanced use cases or solution upgrades

+ Review existing customer integrations and customizations (provided), and recommend where these can be replaced with out-of-the-box functionality or standard integrations

+ Review the replatforming to Software-as-a-Service (SaaS) and new infrastructure standards, and provide considerations and recommendations for future-state architecture infrastructure requirements for the BMC solution

+ Provide suggestions for developing and maturing capability associated with BMC solutions and services offered (i.e., people, process, data, technology)

+ Review existing metrics and management decision pain points, and make recommendations to address gaps

CUSTOMER CASE EXAMPLE

European Telecom Company – The company was reviewing their ITSM platform upgrade strategy and wanted to adopt best practices and reduce reliance on customizations in favor of standard functionality available in the latest version of BMC solutions. The upgrade strategy included a multi-tenanted approach, for both network and IT stakeholders focusing on time to value and reduced risk. The BMC Solution Evaluation Service engagement identified opportunities to reduce customizations by 58% as well as made improvement recommendations to foundations data, service management processes, solution adoption and governance.

ⓘ FOR MORE INFORMATION

To learn more about BMC's Solution Evaluation Service, visit **bmc.com/it-services/it-consulting-services**

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.

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