

Strategic Advisory Service

A collaborative engagement aligning your business priorities with outcomes



BUSINESS NEED

Digital demands are forcing IT management to realign technology solutions with business priorities. Without a proven approach to bridge the gap between IT capabilities and business prioritization, organizations run the risk of failing to meet objectives for reducing cost, effectively managing risk, and improving agility and service delivery.

BMC APPROACH

BMC's Strategic Advisory Service evaluates and prioritizes the people, processes, technologies, and data required to support your organization's business goals. Our experienced consultants deliver strategic recommendations, along with a multi-phased roadmap that provides the guidance, capability requirements, and critical success factors you need to transform your IT operations with our solutions.

Our BMC consultants use a pragmatic approach to help you align your business strategy with IT objectives. Additionally, our experts provide insightful recommendations based on our experience and BMC's best practices to help you achieve a realistic and holistic roadmap. This approach identifies and/or confirms current pain points, business opportunities, and potential areas of transformation to create your desired outcomes and future state.

OFFERING DETAILS

BMC's Strategic Advisory Service provides a detailed action plan that is strongly connected to—and driven by—your actual business goals. At the end of the engagement, you will better understand the levels of effort, risk, and change that are necessary to achieve your goals. As a result, we will help direct your organization on the right path to a best-in-class operations environment.

The length of the Strategic Advisory Service depends on the scope of your objectives. Each engagement can be tailored to address a combination of projects, such as IT risk and security, digital workplace, operations management, service management, or multi-cloud management.

Key activities during the engagement include:

- Understanding and refining your key business and IT objectives as they relate to IT transformation
- Involving all levels, including IT executive management and IT operations
- Determining not only the technical aspects of your solution, but also the underlying business considerations
- Achieving consensus for business strategy, IT objectives, required capabilities, and a transformational solution

The primary deliverables provided at the end of the engagement is a presentation covering:

- **Industry perspective** – Provides a strategic view of industry standards and trends
- **One- to three-year strategic roadmap** – Showcases the specific capabilities that BMC solutions address, with an emphasis on milestones
- **Current state and case for change, with tactical quick wins and recommendations** – Defines recommendations, identified as an initial set of actionable activities, to increase time to value
- **SWOT analysis** – Provides an executive-level overview detailing the current state of operations from both an IT and business perspective
- **BMC and an “IT4IT-aligned” best practice reference architecture** – Underpins our recommendations
- **Recommended approach** – Delivers outcomes through best practices, which enable capabilities adoption and the necessary operational and business changes

CUSTOMER EXAMPLE:

US Automaker – The company was reviewing its service management plan in a singular way. After a Strategic Advisory Service engagement with BMC, we showed the company how moving to an integrated platform approach would enable cost and risk reduction, eliminate legacy infrastructure with a more agile system and achieve greater workplace efficiency. The creation of a digital workplace with reduced business interruptions via datacenter innovation integrating cloud is what they need to achieve their future vehicle goals.

Major U.S. Oil & Gas Company – This California-based oil and gas company’s IT leadership team needed to modernize its existing discovery and asset management lifecycle processes. This would allow the company to build a flexible solution to meet today’s cybersecurity compliance requirements, with the agility to meet future needs as well. A BMC Customer Success Program Manager and Transformation Architect partnered with the customer’s IT leadership team to build a transformation roadmap that addressed both immediate business challenges and long-term goals. The solution is built on BMC technology, which includes BMC Discovery, Remedy, and Atrium CMDB. The effort resulted in \$1 M in cost savings and three months accelerated audit preparation.

FOR MORE INFORMATION

To learn more about BMC’s Strategic Advisory Service, visit bmc.com/it-services/it-consulting-services

About BMC

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.

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