



Highlights: BMC FootPrints Service Core 12

BMC FootPrints is an integrated IT Service and Asset Management solution enabling end-to-end business services that is easy to install, use and support. With configurable capabilities focused on providing streamlined services to the business, FootPrints improves customer satisfaction and IT's reputation with the business's internal and external audience.

Key Benefits

- » Automate processes across your organization streamlining your business services
- » Personalize views based on your role driving productivity for administrators, agents and business users interacting with the service desk
- » Easily implement and automate simple and complex processes with drag-and-drop visual workflow design including rules and approvals relieving focus on maintaining process consistency across the organization
- » Quickly make resolution decisions and minimize disruption to your business with integrated impact analysis
- » Proactively plan systems updates, notify affected users and avoid unnecessary service calls with integrated impact analysis
- » Communicate effectively with the business leveraging real-time report creation with real data, charting and publishing options

BMC FootPrints Service Core 12 changes the service desk experience for administrators, agents and business users. Automate processes across your organization and streamline your business services with an updated user interface, options to personalize your service desk experience, real-time report building, integrated impact analysis and much more.

New Experience

FootPrints Service Core 12 delivers a modern and flexible user interface. Display multiple item types in a single view such as incidents, problems and changes. Personalize the self-service portal based on a user's role in the organization.

Item Name	Record Type	Title	Last Modified
IT New Member Operational Level Assessment (2 items)			
Operational Level Assessment	SLA	Operational Level Assessment	2012/02/14 11:03 AM
Operational Level Assessment	SLA	Operational Level Assessment	2012/02/14 11:03 AM
IT New Member Service Level Assessment (2 items)			
Service Level Assessment	SLA	Service Level Assessment	2012/02/14 11:03 AM
Service Level Assessment	SLA	Service Level Assessment	2012/02/14 11:03 AM
IT New Member Change Request (2 items)			
Change Request	UC	Change Request	2012/02/14 11:03 AM
Change Request	UC	Change Request	2012/02/14 11:03 AM

Multiple Workspaces in Single View



Self-Service Portal



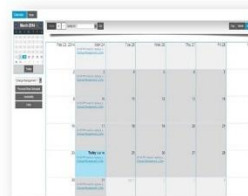
Portals

Personalization

Your daily tasks are not the same as your service desk administrator and may not be the same as the agents sitting next to you. FootPrints Service Core 12 allows you to view the data that is most relevant to you in the form that you prefer. Personalize for each team member or lock down a particular view for a specific team.



Content & Placement



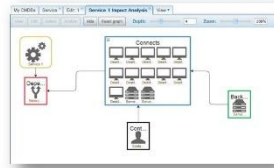
Outlook Sync



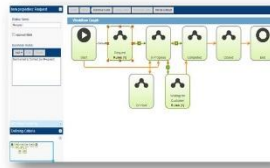
Themes

Visualization

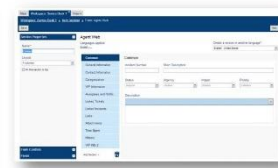
Managing FootPrints Service Core 12 and delivering its extensive power to users is a simple administrative task with drag and drop visual administration. In addition, users can visually analyze impacts from within any record (incidents, problems, contacts, solutions, services, configuration items and more) by clicking a button.



Impact Analysis



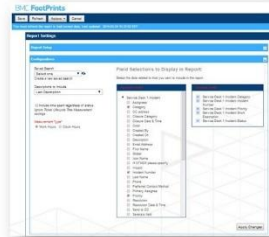
Drag & Drop Workflow Designer



Form Builders

Reporting

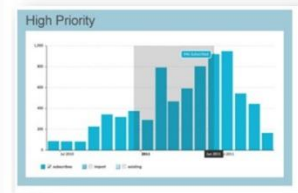
Different users need different information. Using simple drag-and-drop, you can create a wide variety of reports and dashboards. To create a report, simply select from any one of a number of standard report templates and configure it, adding, changing, moving, or deleting fields as needed.



Real-time / real data



Change data view
with a single click



Embed reports in
personalized console

Mobile

Agents, customers, and change approvers will find it easy to manage tasks, stay on top of appointments and chat with one another or with business users anytime, anywhere and, with HTML5, any mobile device.



And so much more...

FootPrints Service Core 12 delivers so many more features A few include:

- » Streamlined Navigation with tabs, breadcrumbs and wizards
- » Out-of-the-box ITSM and other business processes
- » Easily export configurations from a test environment and import into production
- » Drag and drop form builders for any record type including ticket, service and email templates
- » Schedule reports and choose your delivery option
- » Build reports based on saved search criteria
- » BMC FootPrints Asset Core integration automatically creates and updates tickets for asset issues

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For More Information

To learn more on BMC FootPrints Service Core, please visit www.bmc.com/it-solutions/footprints-service-core.html.