Remedyforce – Powerful Platform
INTRODUCTION
Any type of service desk needs a powerful technology platform to support their customers. However, several challenges arise when attempting to choose, deploy and manage a technology platform to support the service desk teams and their businesses. Cost controls, technology complexities, security concerns, automation capabilities, the need to understand and analyze performance, and the capability to communicate with teams and business users in an ever changing collaborative environment, are just a few challenges. Despite these challenges, realizing the vision of a secure, reliable, scalable, automated and collaborative environment has its obvious advantages: operational and cost inconsistencies are managed better; automation enables an enhanced workforce, and business gain appropriate, real-time access to proper analytics and information to run a more efficient business.

Bottom line: well supported service desks help any company better respond to their customer needs, lower global operational costs, maintain governance and costs, and most importantly improves customer satisfaction levels, both internal and external.

The service management industry has a challenge in developing and maintaining a standardized, automated, workflow based environment that can consolidate information across all user types, departments and functional roles, as well as, manage the ever changing IT environment. Most organizations today are facing environments consisting of too many systems, on premise and cloud applications, dis-jointed processes and poor collaboration capabilities. BMC, the leader in IT Service Management, has partnered with Salesforce.com, the leader in cloud solutions, to deliver Remedyforce, a modern IT Service Management solution built on the robust, scalable, secure force.com platform to help companies realize the vision of an integrated, collaborative, extensible, configurable and fully integrated cloud approach to service management.

REMEDYFORCE – POWERFUL PLATFORM
Built on the powerful force.com platform, Remedyforce service management solution enables any customer to receive maximum value through an entirely automation based IT solution, simplified configuration tools, a social based collaboration system and simplified deployment in the world’s leading secure, reliable and scalable cloud architecture. Remedyforce transforms any service desk, help desk or service management team from reactive service providers to a proactive, strategic business enabler. Manage costs, service better and achieve rapid implementations leveraging a powerful platform.

Fully Automated & Completely Configurable
» Highly configurable from field & forms to dashboards and processes
» Automation based on standards, or company specific - dynamic workflows
» Configurations and business processes that are preserved on upgrade

Broad Integrations & Business Extensions
» Integration into various IT solutions for end-to-end support
» Extensible platform to support any service desk need
» Single, consolidate view of the entire enterprise

Modern Social, Mobile and Collaborative Capabilities
» Social, multi-channel based communications
» Mobile platform to support on the go workers and everywhere business users
» Collaborate across any business channel

Quick & Reliable Implementation via Cloud
» Modular approach to support growing service desk needs
» Easy implementation and administration to realize value quickly
» Secured and scalable to support global businesses
POWERFUL PLATFORM OVERVIEW
Remedyforce is designed and developed on the world’s leading cloud platform, Force.com. Force.com is a platform for creating and deploying services for the social enterprise. Because there are no servers or software to buy or manage, customers can focus solely on utilizing Remedyforce, which includes social and mobile functionality, business processes, reporting, and a multitude of configurations options for any type of service desk. Remedyforce runs on a secure, proven service that scales, tunes, and backs up data automatically.

Remedyforce provides a common set of service management functionality built around a central store of information. With this approach Remedyforce delivers a single consolidated view of all pertinent information to the correct business location, department or user. This powerful platform provides functions which:

» Extend beyond common IT service management functions by supporting additional business needs, such as Operations, Human Resources or Facilities
» Provides the ability to quickly integrate data and business workflows from across the entire company to a centralized store of data and automated processes
» Brings modern collaboration techniques via socially enabled, business user focused functions
» Enables business automation–driven environment for accurate, consistent request handling and customer follow up
» Provides insight into service management key performance indicators through dashboards and reports
» Configuration without programming enables business managers and non-technical staff to configure and maintain their own processes without IT support

Powered by the robust force.com cloud based platform, Remedyforce provides global organizations of any size the reliability, scalability and performance necessary to support any service desk or business service need.

AN EXTENSIBLE & CONFIGURABLE CLOUD SOLUTION
Unlike niche solutions, Remedyforce is designed to not only support common IT service management request but it has been architected to support all types of business requests.

The Remedyforce architecture can extend the core solution by enabling customers to create and define fields and forms, business workflows and processes, data rules, assignments and validations, and business object relationships. This powerful platform architecture gives business the ability to design, deploy and manage ‘other’ functions not representative of the out-of-the-box service management suite of functionality.

A complete set of configuration and development tools lets customers create and modify business applications directly on top of the existing solution, and secure them so no unwanted data or processes are delivered outside the appropriate division. The platform configuration tools quickly enable customers to personalize the service experience and deploy applications to different areas of the business without complex coding or development practices.

An extensible cloud architecture will enable you to:

» Easily transfer skills and knowledge across divisions via single platform
» Lessen deployment times and better management costs
» Build business relationships by deploying line of business services quicker
» Support any type of business service need now or in the future
» Easily build and deploy high-performance solutions for the business

Business can quickly realize the value of providing services to ‘other’ divisions on a single set of tools and data store. This singular approach can take knowledge and skills gained from one business area and quickly adopt it to another part of the business. Management, development and deployment costs can drastically diminish under this extensible approach.
INTEGRATE EVERYWHERE

The Remedyforce and Force.com platform provide powerful integration capabilities via Service Oriented Architecture (SOA) web services platform. Integration to other, third party systems is important to the service desk since not all service information and knowledge may necessarily be available in one application or solution. It is common for service technicians and agents to fulfill requests and service their clients by accessing data and processes in other business applications, asking questions of colleagues and managers, or performing manual steps in the service process. Unfortunately, this resource intensive scenario is all too often found in today’s service desk environment. Lack of data, combined with manual processes slows down response times and provides a less than perfect experience for the business.

Integration of data, knowledge and processes can overcome these issues. The powerful Remedyforce service management platform has numerous integration capabilities so data and processes can quickly flow from business solutions integrated with Remedyforce. No longer will data be silo’d or will there be a break in the automation chain due to lack of systems integration.

The cloud architecture enables communication to and from other applications and data sources. The system allows applications to both publish and pull data, information and processes in response to the invocation of business events within the platform. By providing users any type of information or service request process from across their enterprise application landscape users can quickly and easily ascertain the issue at hand or fulfill the service request. This seamless integration creates better business support experiences and happier customers.

BUSINESS SERVICE AUTOMATION

Automation can drive standardization, alleviate human error, and relieve the resource intensive burden of manually managing and monitoring routine tasks. Companies have proven that by utilizing business process automation and workflow tools departments can save time, money and produce positive results in the service delivery process.

The powerful Remedyforce service management platform includes a robust business automation engine designed to help companies establish, integrate and enforce efficient processes across the company and across any service desk team. Whether a company utilizes industry standards based process or their own company processes, a cloud based solution will support their needs. Business automation capabilities can help create and maintain business logic, automate tasks and enable communications in and amongst the service desk, the business, or any team involved in the service delivery process. Workflows can be triggered from various actions such as record creation or changes, time based mechanisms or other internal and external events.

Advantages of an automated service desk:

» Improve productivity to any service division by removing manual processes
» Standardized workflows for better business governance
» Handle requests quicker and with less errors via business process automation

The powerful Remedyforce service management platform provides an entirely configurable business process designer. The process designer is easy to adopt with an intuitive user interface making it easy for administrators or business line managers to create and edit business specific service workflows. Workflows, ranging from simplistic to complex can be designed for any service desk process in the company. In addition, with integration capabilities to third party systems, business processes can span multiple applications for data flow or information sharing. Service delivery workflows can easily expanded, managed and deployed throughout the enterprise.

COLLABORATE, SOCIALIZE & MOBILIZE

Supporting the business across any communication channel is important. Supporting the business across their channel of choice is vital. Supporting the business through social collaboration tools is modern. With today’s society expecting instant responses to questions and requests, it is important that a service management solution expose itself to capturing these questions and requests and answering or delivering the solution as quick as possible. Service desks need to open themselves up to gathering and responding to request via multi-channel, collaboration tools.
The powerful Remedyforce service management platform is able to accept and publish service information through various interaction channels. Commonly used channels such as the phone, email and web self-service portals are available. However, what are even more important to the business are new, modern collaboration tools used in everyday, consumer markets. The Remedyforce service management platform supports modern collaboration technologies.

Benefits of social collaboration and mobile access include the ability to:

» Route requests and questions to centralized queues for improved follow up
» Support the business through their channel of choice
» Mobility support for on-the-go, out-of-the office workforce
» Self-service to service catalog models for any type of collaboration

An integrated self-service module, service catalog and Chatter tools enable the customer to easily submit, view, edit and understand incidents and requests of any type. Business users can also perform their own research via these tools as well as external knowledge management which can consolidate and expose service desk information, Google and other stores of knowledge. External knowledge can drastically reduce costs for any service operations.

An important factor in issue and request management via mobile and collaboration tools is the ability to tie in these activities to established business workflows, activities and communications. With this powerful combination, the socially enabled platform helps keep everyone abreast of the service delivery process, including auditing and governance of every interaction and provides productivity and cost savings for any service desk.

RESILIENT CLOUD IMPLEMENTATIONS

Your intellectual property is your most valued asset and as such, you need a solution that houses, protects and provides access to your data. The powerful Remedyforce service management solution and the force.com cloud platform are secure, available and reliable. Security is supplied under best practice certifications including SAS 70 Type II and SysTrust. Availability is aided with high available servers and networks within carrier level scalability and a carrier neutral network strategy. In addition, reliability is provided with multiple mirrored data centers, replication procedures and validated disaster recovery.

CONCLUSION

The powerful Remedyforce service management platform is designed specifically for customers who need to extend service management capabilities to multiple areas of the business requiring service delivery. Divisions ranging from human resources & marketing, to facilities and operations can utilize the platform to manage, support and deliver their service delivery business requirements. The cloud based platform, built on force.com, provides any company the capabilities to keep up with business growth, business demands and enable business continuity.

The easy-to-deploy Remedyforce solution provides comprehensive, industry standard workflows, limitless configuration options, & in-depth integration with all types of applications across the entire IT estate. These platform capabilities, along with modern collaboration tools and multi-channel support, afford any business division around the company to be supported with minimal resources since the platform is easy to administer and manage.

This extensible platform based approach offers any service desk organization to align themselves with the business they help serve. This strategic business alignment enables them to provide tactical service management goals.

Visit the Remedyforce website www.bmc.com/remedyforce to learn how customers can leverage this powerful service management platform to support all types of service demands. In order to learn more about the security, scalability and reliability of the force.com platform, go to trust.salesforce.com.
BUSINESS RUNS ON IT.
IT RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. Tens of thousands of IT organizations around the world -- from small and mid-market businesses to the Global 100 -- rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. BMC helps customers cut costs, reduce risk and achieve business objectives with the broadest choice of IT management solutions, including industry-leading Business Service Management and Cloud Management offerings. For the four fiscal quarters ended March 31, 2013, BMC revenue was approximately $2.2 billion.