Digital Workplace Solutions from BMC

Maximize employee agility, productivity, and engagement

Digital Accelerators

THE CHANGING WORKFORCE

Established companies are being disrupted by agile startups, which innovate at a pace that mature businesses simply can't match. Business agility and innovation are the keys to surviving and thriving in changing market conditions, so they need to become part of company's DNA. Corporate culture must focus on the needs of employees rather than forcing employees to adapt to complex systems. **Companies must increase employee engagement and work flexibility, which directly affect employee job satisfaction**. Businesses must effectively acquire new talent, onboard them quickly, engage them at an emotional level, and incentivize them to bring in more talented employees.

CHALLENGES

The average business lacks the tools and processes to transform itself into a digital workplace. Saddled by legacy systems and outdated processes, employee engagement suffers, worker productivity drops, and business performance lags.

BMC SOLUTION

Digital Workplace solutions from BMC are built to maximize employee agility, productivity, and engagement by delivering the same consumer-oriented experience workers enjoy in their personal lives. IT, HR, facility management, and business groups can offer employees one-stop shopping for answers and services that enable them to do their work more efficiently.

FEATURES

Self-Service

- Solve problems before submitting an incident or request a service by simply typing the issue

Digital Onboarding

- Simplify the employee journey by onboarding new employees in a single digital experience, completed in minutes instead of days

Location Services

- Create a smart office and enable users to find people, rooms, and resources with floorplans

Enterprise Store

- Provide employees with a one-stop shop for products and services through a consumer-like shopping experience

BENEFITS

Greater Business Agility

- Find answers quickly using a mobile device and respond faster to changing customer demands

Higher Worker Productivity

- Reduce time spent on IT-related issues by up to 50% with mobile access to service requests
- Lower service desk call volume by up to 67% with self-service

Deeper Employee Engagement

- Increase employee engagement with more work flexibility

DIGITAL WORKPLACE SOLUTIONS FROM BMC

BMC Digital Workplace

- A modern, self-service app that uses location, role, and preferences to guide employees to the answers, apps, services, and resources they need to be more productive

- Provides advanced capabilities for aggregating disparate cloud-based or on-premises service catalogs into a single unified portal for end users

- Available for iOS, Android, and as a web app

With BMC HR Case Management

- Enable business units to drive employee productivity with best-in-class, pre-built content and forms—delivering an intuitive, self-service experience

- Accelerate the onboarding of new employees by enabling key choices in IT and other services prior to their start dates—ensuring they are productive from the start

With Remedy Service Management Suite

- Empower employees to help themselves from anywhere, at any time, on any device

- Interact with an intuitive, user-centric, self-service portal, allowing users to contact the service desk without using the phone or email and track existing requests via collaborative timeline

FOR MORE INFORMATION

For more information about Digital Workplace solutions from BMC, please visit **bmc.com/digitalworkplace**

Customer Spotlight

vodafone

Background: The world's second-largest mobile operator, Vodafone can't afford to let IT problems get in the way of its 150,000 employees.

Challenge: When accessing IT services or support, employees faced 31 separate service desks running on 23 different platforms. Service agents struggled to handle 250,000 tickets each month.

Solution: Vodafone chose BMC Digital Workplace 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, it's ideally suited for the company's highly distributed, mobile workforce.

Results: 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.

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.

BMC – Bring IT to Life   **BMC digital IT transforms 82 percent of the Fortune 500.**

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