

# Digital Workplace Solutions from BMC

Engaging omni-channel experiences that support employees whenever, wherever and however they want to work

## THE FUTURE OF WORK

The workforce of the Fourth Industrial Revolution is one where:

- 51% of the US workforce does not feel engaged at work ([Gallup](#))
- 45% of activities could be automated in the US by automating current technologies ([HBR](#))
- 46% of HR pros list retention as their top challenge ([Globoforce](#))

Businesses recognize that agile, digital technology is the key to remaining competitive in a world where established brands are being disrupted and even obliterated by startups innovating at a pace they simply cannot match. Business agility and innovation are the keys to surviving and thriving in changing market conditions, so they need to become part of a company's DNA. Technology, as an enabler, has forced a shift where employees work anywhere, anytime with an arsenal of tools to empower their productivity. Architecting a digital workplace must move from solely being about apps and systems, to a new mindset that designs a richer, more fluid employee experience.

## CHALLENGES

Employees expect to use modern tools that make it easy to find what they need to do their jobs, from anywhere, at any time, on any device. They want simplified ways to solve problems across devices and platforms, and if IT cannot help them they will find the resources elsewhere. Companies are stepping up to this challenge by deploying the latest technologies to promote employee collaboration and business innovation. However, dismantling legacy systems and outdated processes in an effort to manage this ecosystem isn't easy in the new multi-cloud reality.

## BMC SOLUTION

Understanding how work really gets done and then being able to map and measure this connectivity will be a differentiator. The future will be even more complex as humans learn to navigate a cognitive computing world powered by the Internet of Things, Artificial Intelligence, cognitive computing and more. BMC Digital Workplace provides intuitive and intelligent consumer-like experiences to help organizations step into the future of work. It delivers simple, context-aware interfaces that provide engaging experiences to support employees whenever, wherever, and however they want to work. Built upon an enterprise-grade infrastructure, BMC Digital Workplace offers omni-channel engagement changing the way service is consumed and delivered by extending beyond traditional service channels with chatbots and virtual agents.

## FEATURES

- **Digital Workplace-as-a-Service:** intuitive omni-channel conversational experiences for end-users beyond web to Slackbot, Chatbot, SMS, and Skype
- **Consumer-Like Experiences** – simple interface provides a familiar way to help employees get what they need with a one-stop shop for products and services
- **Self-Service** – employees can solve problems before submitting an incident or request a service by simply typing the issue
- **Unified service catalog** – eliminate catalog sprawl by presenting services from multiple business units including IT, HR, and Facilities in a single catalog
- **Digital Onboarding** – simplify the employee journey by onboarding new employees in a single digital experience, completed in minutes instead of days

## 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

### Helix Digital Workplace

- **Omni-Channel Engagement:** Intelligent conversational experiences changing the way service is consumed and delivered with the ability to request services leveraging the Helix Chatbot.
- **Self-Service:** Empower employees to help themselves from anywhere, at any time, on any device. Shopping services across the organization has never been easier with departments like IT, HR, and Procurement defining and managing requests and services in one place
- **Unified Service Catalog:** Employees can order hardware, software, and services in a single-click manner from an intuitive, consumer-like storefront—all while adhering to enterprise-set security and workflow policies
- **Employee Onboarding:** Accelerate the onboarding of new employees, enabling key choices in IT and other services to be made by the new hire prior to their start date and ensure that employees are productive as soon as possible
- **Multi-Language Support:** provides the capability to allow users to interact with more than a single language on their workstations

### With Helix Business Workflows

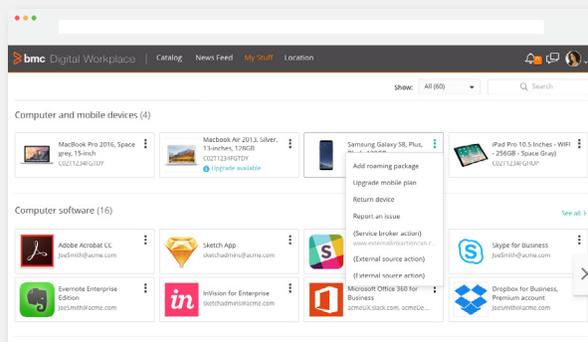
- **Omni-Channel Engagement:** Intelligent conversational experiences changing the way service is consumed and delivered
- **Formless Requests:** Deliver modern case management with quick case creation through recommended templates and knowledge articles
- **Tailored User Experience:** Leverage Innovation Suite features to enhance applications, and tailor them to specific business requirements
- **Drag-and-Drop Workflow Creation:** Empower business users with pre-defined workflows that allow them to create and automate workflows without writing code

### With Helix Remedy

- 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

To learn more about Helix Digital Workplace, please visit [bmc.com/digitalworkplace](https://bmc.com/digitalworkplace)



### Asset Management



**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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