BMC *Accelerate!* for Service Catalog

Transform your service catalog to offer business and technical services more effectively

OFFERING DESCRIPTION

BMC *Accelerate!* for Service Catalog is designed to help you define your business and technical services, providing you with the templates, process, and roadmap to accelerate your journey.

BUSINESS CHALLENGE

Customers expect intuitive, efficient, and timely IT services, the same experience they get from popular app providers, such as those found in iTunes® and the Google Play™ store. To accommodate the business, IT organizations need to renovate and industrialize core IT systems. At the same time, they need to provide a real-time orchestration platform that integrates policy, digital services, infrastructure, and applications. **IT leaders must do more than present a standard template for IT services. They must link IT services to business outcomes to differentiate the services they provide.** By doing this, the service catalog comprehends the business needs and maps the supporting technologies and services together, empowering IT to become a trusted business partner.

BMC SOLUTION

***Accelerate!* for Service Catalog provides a prescriptive approach to capturing and modeling IT services.** Our approach is outcomes-focused and will align one business value statement for each service we model in your service catalog. We deliver real-time value by implementing changes with you in the short term while defining a roadmap of ongoing activities to drive long-term benefits.

- Identifying and defining five business and up to twenty underlying technical services
- "Making it real" by implementing the defined services and offerings with BMC Remedy
- Establishing the process framework to plan, define, deliver, and measure your service catalog
- Providing an optional roadmap of additional activities to drive incremental benefit, leading to service portfolio management

KEY FEATURES

BMC *Accelerate!* for Service Catalog improves the way you offer business and IT services.

- **Aligns your service catalog with business goals** to create a differentiated service offering
- Defines and delivers a **service design package,** including defining key service elements
- **Makes prescriptive recommendations** for business and technical service categorization
- Develops **sample catalog template and industry definitions** from BMC's digital transformation practice
- **Defines service pricing,** service level commitments, escalation/exception handling procedures, and how to request IT services

KEY BENEFITS

- Plan, define, deliver, and **measure critical business and technical services**
- Align IT services to business outcomes and **deliver business value**
- Foster a **service-oriented culture** and bring IT and business leaders to a common understanding of how to deliver and manage business services to create a competitive advantage
- **Enable IT as a business partner**
- Highlight opportunities to **drive supplier and IT system consolidation** with effective service catalog management
- Provide a foundation for **continued business value and customer satisfaction**

OFFERING DETAILS

Accelerate! for Service Catalog provides service options for up to sixty days that will accelerate how you plan, define, deliver, and manage business and IT services. Our team of experts will also provide templates and industry-standard service definitions that enable you to grow your service catalog rapidly, and deliver improved customer service and business value. Together, we will:

- Define 5 business or technical services, and their supporting services (up to 20 services total) – **Enterprise Option**
- Define 2 business or technical services, and their supporting services (up to 8 services total) – **Rapid Delivery Option**
- Establish the service taxonomy and data model for future definition
- Implement the defined services and offerings in BMC Remedy and BMC Atrium
- Review best practices for service categorization and provide samples of relevant industry definitions
- Establish the complete process framework and/or a simple definition playbook, depending on your service option
- Develop recommendations and a roadmap for your long-term success

Note: A quick-start version with reduced definition and process deliverables is also available and usually takes between 6 to 7 weeks.

FOR MORE INFORMATION

To learn more about BMC *Accelerate!* for Service Catalog, please visit **bmc.com/it-services/it-transformation-services**

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management set of IT solutions is designed to make digital business fast, seamless, and optimized. From mainframe to mobile to cloud and beyond, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide intuitive user experiences with optimized performance, cost, compliance, and productivity. BMC solutions serve more than 15,000 customers worldwide including 82 percent of the Fortune 500®.

BMC – Bring IT to Life

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