

# BMC *Insight!* for Operational Readiness

Kick-start the operations of your digital enterprise management solution by ensuring best practices are in place and ready for go-live

## OFFERING DESCRIPTION

*Insight!* for Operational Readiness is designed to prepare organizations to roll out their Digital Enterprise Management solutions. Using proven BMC best practices from countless go-live and operational adoption projects, we are able to guide customers through the most difficult part of a project: go-live. Our expertise ensures your event and post go-live support are effective, guaranteeing the successful adoption of your new solution.

## BUSINESS CHALLENGE

Implementing new solutions and preparing your organization to adopt new capabilities are formidable challenges. Above all, staff and stakeholders need to be ready to go-live and adopt new BMC solutions. **Your staff must be properly empowered to undertake the roles assigned**, whether as members of the project delivery team or as management stakeholders.

## BMC SOLUTION

Our digital transformation practice provides a readiness review service that integrates with a single digital enterprise management solution project or as part of a multi-solution implementation program. The readiness review prepares your core project team members and the environment to fully adopt the implemented digital enterprise management solution set.

**Our digital transformation experts will review your environment and make recommendations for critical success factors**, including:

- Establishing a clear and timely communications strategy
- Defining change agents to drive adoption
- Conducting a skills assessment of key staff members
- Aligning business objectives with project delivery strategy and related key stakeholders

## KEY FEATURES

BMC *Insight!* for Operational Readiness makes digital enterprise management adoption more successful.

- Articulates the **business drivers, strategy**, and intended **outcomes**
- Evaluates project team members' **education and skills**, recommending supplemental education where needed
- Outlines **required communications activity**
- Initiates **stakeholder management**
- Identifies a **network of change agents** within the organization

## KEY BENEFITS

- Delivers a clear understanding of the **business objectives** and project delivery strategy
- Elevates awareness of the **planned changes**, their **impacts**, and **transition management** strategies
- Develops appropriate **knowledge and skills** to execute assigned roles and fully contribute to delivery and adoption success
- Defines **targeted communications** that deliver appropriate messages and content at the required time, with a clear and robust bi-directional feedback process
- Fosters a **network of change agents** that draws together informal leaders to drive the working practice changes that deliver real business gains

## OFFERING DETAILS

BMC *Insight!* for Operational Readiness provides service options for as many days your team requires for operational go-live success. Typically, customers require 15-20 days of assistance. The digital transformation team provides readiness and go-live assistance through the following activities:

- Pre and post go-live support
- Ongoing knowledge transfer, mentoring, and coaching to the customer's technical team
- Outlining required communications activity

- Stakeholder management
- Identifying a network of change agents within the organization

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## FOR MORE INFORMATION

To learn more about BMC *Insight!* for Operational Readiness, please visit

[bmc.com/it-services/it-transformation-services](http://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 10,000 customers worldwide including 82 percent of the Fortune 500®.

**BMC – Bring IT to Life**



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