



Lumen21

» Cloud-based service desk delivers substantial gains in customer satisfaction, support team productivity, and mean time to resolution.

BEFORE

- » Staff needed more efficient tools to maintain quality support for an expanding client base
- » Manual tasks hampered productivity and slowed the responses to client issues
- » Staff needed richer functionality and more efficient processes to speed troubleshooting and problem resolution
- » Costs associated with on-premise system were rising significantly

AFTER

- » Customer satisfaction is 20% higher due to self-service portal and better communication
- » Support staff productivity increased by 30% as a result of automation
- » Comprehensive functionality and best-practice processes have improved communication and reduced MTTR by 30%
- » SaaS solution offers affordable monthly pricing; no need to allocate resources for ongoing maintenance



GEOGRAPHY

Global

INDUSTRY

IT Services

SOLUTIONS

BMC Remedyforce Service Desk

As a provider of infrastructure services, managed services, and application development, Lumen21 is quite comfortable with the idea of relying on a service that is running somewhere else. “We sell services in the cloud,” said Eduardo Don Jr., CEO of Lumen21, an IT consulting firm in Santa Ana, California. “And we host Exchange and SharePoint services for client-facing applications. So we’re big fans of the concept of Software as a Service (SaaS).”

According to Don, SaaS allows companies like Lumen21 to tap the power of a variety of IT services without the burden of maintaining and supporting the infrastructure for those services. So, when the company needed to replace its outdated incident tracking tool with a comprehensive service desk solution, the IT staff decided to consider not only on-premise solutions, but also cloud-based service desk offerings. One of those offerings was a clear standout: BMC Remedyforce Service Desk.

BMC Remedyforce provides preconfigured best practices for help desk, self service, and change and asset management processes. What’s more, it runs on force.com, which is recognized as the industry’s most secure and reliable cloud platform.

By replacing the ticketing system at Lumen21, the organization wanted to reduce costs and improve staff efficiency in handling issues, requests, and IT changes. The results achieved with BMC Remedyforce exceeded expectations. Within the first six months, Lumen21 experienced a 20 percent improvement in customer satisfaction and a 30 percent increase in support team productivity and mean time to resolution (MTTR).

ZEROING IN ON THE OPTIMAL SOLUTION

As a result of rapid growth in recent years, Lumen21 had outgrown its on-premise Altiris ticketing system. Maintenance and configuration were also becoming too costly.

The support staff for the managed services group developed rigorous requirements for a new service desk solution, including support for multiple clients in multiple locations, end-user orientation, simplified support, branding, and robust reporting.

“A cloud-based solution made more sense for us economically than an on-premise solution because we could get up and running quickly while minimizing maintenance and capital costs,” Don said. “Cloud also allows remote access from anywhere for our support people and our clients.”

A survey of the market uncovered three candidates: Autotask, Service-now.com, and BMC Remedyforce Service Desk. After a careful evaluation, Lumen21 selected BMC Remedyforce. Factors that drove the decision included favorable experiences with BMC solutions in the past as well as attractive pricing, easy integration, rich functionality, and built-in best practices.

“We view being an early adopter of BMC Remedyforce as a positive,” Don remarked. “It has allowed us get to where we wanted to go sooner. We’re currently focusing on ticketing, but the asset management and change management components are there when we’re ready to avail ourselves of them. Also, over the past year, there have been several releases that have added functionality to the ticketing component. We’re taking advantage of those new features.”

The BMC relationship with salesforce.com was an integral part of the decision. “Salesforce.com is a leader in cloud services, and force.com is a proven platform with more than 90,000 customers,” Don noted. “We felt confident that the applications would run well and that we’d be in good hands. There’s no substitute for the time and money salesforce.com has spent on infrastructure and the experience they’ve gained over more than ten years.”

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RAPID ONBOARDING, SOLID PERFORMANCE

Getting up and running with BMC Remedyforce took less than two weeks, and both internal support staff and clients are benefitting from the enhanced functionality, greater efficiency, and more effective communication.

Previously, client incidents and requests were handled through the call center. With the addition of BMC Remedyforce, clients can now submit tickets through a self-service portal. While some clients continue to use the call center, others prefer the online, self-service approach. “This flexibility means we can be more responsive to client needs and work with them in the way that makes the most sense for them,” Don said.

Initially, BMC Remedyforce was used only by the managed services group. Since that time, Lumen21 has expanded the footprint of the solution to include the development group.

ENHANCED COMMUNICATION WITH CLIENTS

BMC Remedyforce fully supports and integrates with Lumen21's process for communicating with clients about help desk issues. The process starts with an email acknowledgement of the issue. As the issue moves through troubleshooting and resolution, additional email messages keep the client apprised of the status. When the issue is resolved, the client receives a message indicating that the ticket has been closed. This ongoing communication helps reduce calls by the client to check on the status.

The system also sends the client a survey asking for suggestions and input about the experience. Survey responses give Lumen21 insight into the level of client satisfaction with service quality.

Lumen21 is taking full advantage of the flexible reporting capability to create a variety of reports for clients. Most clients receive a standard monthly report that summarizes the previous month's call activity. Some clients, however, prefer to receive reports weekly, and others request variations on the standard reports.

"We can easily customize reports for each client, without having to reinvent the wheel each time," Don said. "We're able to generate the reports very quickly at the beginning of each month, so the information we provide is fresh."

MEASURABLE GAINS

BMC Remedyforce has enhanced cooperation and coordination among support teams and Lumen21. As a result, the staff is better able to resolve customer issues and fulfill customer requests. The impact on customer satisfaction has been dramatic. Customer satisfaction has risen 20 percent, primarily due to the addition of the self-service portal and more effective communication of client issues.

BMC Remedyforce automates a number of tasks that previously involved considerable manual effort, including ticket generation, ticket number assignment, response emails to clients, status updates, and customer satisfaction surveys. This automation has increased support team productivity by 30 percent. Higher productivity has enabled the staff to accommodate an expanding workload due to business growth without a corresponding increase in head count.

Greater efficiency also means faster troubleshooting and resolution when incidents occur. Lumen21 reports that MTTR has improved by 30 percent since the implementation of BMC Remedyforce.

CUSTOMER'S FINAL WORDS

"Since implementing BMC Remedyforce Service Desk, our ability to coordinate and orchestrate within the organization has taken a large leap forward," Don concluded. "And [this ability] has contributed greatly to how quickly and accurately we can resolve issues. The impact of the greater speed and accuracy is higher customer satisfaction."

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ABOUT LUMEN21

Lumen21 provides infrastructure services (rationalization, virtualization, storage services, network services and VOIP), managed services and application development to a broad range of clients in multiple industries. The company partners with top-tier technology partners to provide expertise on best-of-breed technology products, coupled with architectural, design and consulting services. A contributing factor to Lumen21's success is flexibility and adaptability in responding to client needs and requirements. Lumen21 supplies its expertise to companies as they need it, that is, by taking complete responsibility for developing and implementing a solution or by supplementing the client's IT staff.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across distributed, mainframe, virtual and cloud environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended March 31, 2011, BMC revenue was approximately \$2.1 billion. Visit www.bmc.com for more information.

