

BMC Remedyforce Onboarding

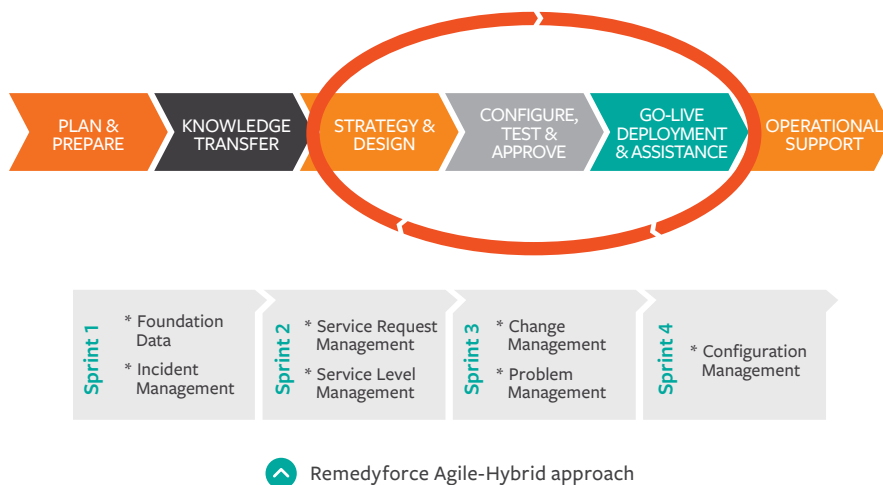
Guarantee the success of your Remedyforce implementation with BMC Remedyforce Onboarding

BMC REMEDYFORCE ONBOARDING METHODOLOGY

In the Remedyforce Agile-Hybrid onboarding model, certified Remedyforce experts work together with you ensure you get the most value out of BMC Remedyforce quickly. Our experts gather your requirements, prescribe best practices, configure a prototype environment and partner with you to test and refine during brief sprints of effort. The Remedyforce Onboarding team enables you to fully manage and execute your onboarding project with a configuration that meets your specific needs.

REMEDYFORCE AGILE-HYBRID APPROACH

Because we focus each sprint on a limited set of processes, you will get incremental functionality and learning. You will be up and running with Remedyforce quickly and will get more and more value over the course of your onboarding experience.



Remedyforce onboarding starts with project governance and knowledge transfer to ensure everyone is working together seamlessly and has the requisite knowledge to make informed choices about how Remedyforce will function to meet your needs. The following page provides a breakdown of the project.

TWO MARKET LEADERS

Industry-leading service desk built on the leading cloud platform

- BMC provides pre-configured best practices for service desk, self-service, change, and inventory management
- The Salesforce.com platform is recognized as the industry's most secure and reliable cloud platform

BMC ROLES & RESPONSIBILITIES

- **Project Manager** – Expert onboarding Project Manager who works closely with your team to plan activities and logistics for the project and to manage resources and scope for all Agile sprints
- **Senior Consultant** – Resource with excellent business analysis and process skills, experienced in ITIL-aligned service delivery processes and methodologies to assist in designing, refining, and implementing best practice-based service offerings.
- **Consultant or Global Services Delivery Consultants (GSD)** – Experienced IT professionals adept at translating business needs into technical solutions. Often serve as remote resources and are available to assist in the delivery of system configuration.

STAGE 1: PLAN & PREPARE

Consistent and proven Project Management discipline and standards help the customer and BMC Software Partnership define project expectations, schedule, and governance to reduce risk for those involved.

Key Activities: Establishing the Project Board, Conducting the Project Kickoff, Agreeing on Governance & Project Controls, Creating the Project Schedule

Deliverables: Project Schedule, Customer Planning Guide

STAGE 2: KNOWLEDGE TRANSFER

Led by BMC Certified Consultants, enablement plays a key role in our delivery approach. Our experience shows that Remedyforce Strategy & Design sessions are enhanced by having knowledgeable, solution-aware Customer Administrators participate alongside business stakeholders early in the project.

Key Activities: Remedyforce Administrator Essentials Knowledge Transfer

Deliverables: Remedyforce Web-Based Training Materials

STAGE 3: AGILE SPRINTS

Each sprint focuses on a subset of Remedyforce capability and is designed to get you to a go-live event in weeks, not months. The sequence of your sprints will be determined by your time and functionality requirements. Every sprint will provide you with documented configuration and support for your deployment to production.

Strategy & Design

During the initial phase of the sprint, the onboarding team focuses on developing the strategy and design for your Remedyforce org, providing you with guidance and capturing your unique requirements. They will pull from their experiences with hundreds of similar implementations and industry best practices to help you define the Remedyforce configuration that best meets your needs – now, and in the future

Key Activities: Strategic Overview, Requirements Analysis, Design Recommendations

Deliverables: Executive Summary (optional), Planning Workbook, User Story Matrix

Configure, Test & Approve

The next step is a prototype of your environment, based on the documented configuration in the planning workbook. You'll work together with the onboarding team to test assumptions, provide feedback and refine the configuration so you can complete testing and feel comfortable with your unique Remedyforce environment.

Key Activities: Sandbox Configuration, BMC Unit Testing, Customer Testing, Customer Sign Off

Deliverables: Validation Checklist

Go-Live Deployment & Assistance

At the end of each sprint, we promote your solution to your production environment so you can begin getting value right away.

Key Activities: Promotion of Configuration to Production Environment

Deliverables: Final Planning Workbook

OPERATIONAL ASSISTANCE

The onboarding team will work with you to manage the go-live event, taking additional opportunities for knowledge transfer and enablement for your administrators and remaining on hand to provide assistance and coaching as the solution enters its first days of live use.

FOR MORE INFORMATION

To learn more about Remedyforce Onboarding, please visit bmc.com/it-services/remedyforce-services.html

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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