

BMC Remedy with Smart IT

Deliver fast, personalized customer service with an intelligent, mobile, and intuitive user experience

PRODUCT DESCRIPTION

Powered by the market-leading BMC Remedy IT Service Management Suite solution, BMC Remedy with Smart IT provides an intuitive, collaborative, and real-time service management experience organized around IT roles, not application modules.

BUSINESS CHALLENGE

IT users can't perform at optimal levels due to non-intuitive applications, awkward processes, and solutions that don't provide insight into data. Service desk teams are often required to work harder due to inadequate solutions, resulting in lower customer satisfaction, poor response times, and increased cost-per-call. In addition, **personal satisfaction for all users dwindles in the service desk environment because work-based technologies do not match the at-home technology experience.** Solutions don't easily allow users to communicate with each other. Knowledge wanes, training takes excessive time and money, and tickets often breach SLAs due to incorrect assignment in the back office.

BMC SOLUTION

Smart IT's persona-based experience empowers everyone, giving all Remedy users easy access and the ability to streamline service delivery, regardless of position. Smart IT enables learning and promotes user adoption to boost meaningful customer engagements and increase first call resolution rates. Drive strategic business transformation with an amazing user experience.

Digital Enterprise Management



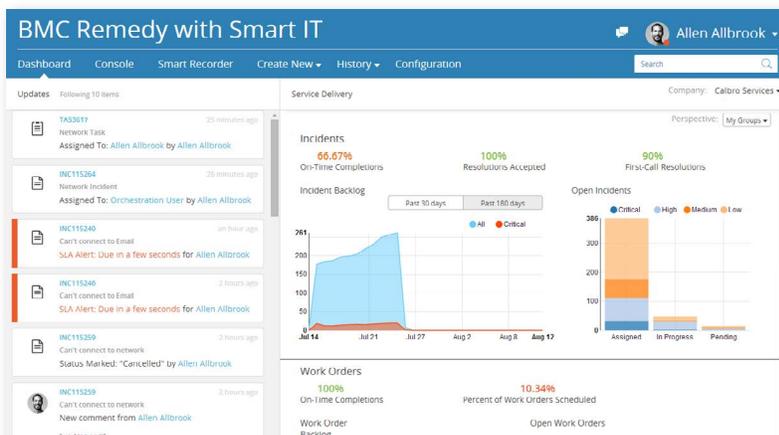
KEY FEATURES

Meet business demands for a consumer-style experience for service providers and customers alike.

- **Amazing user experience** – beautiful, easy to use, “app-based” look and feel
- **Context-aware services** – based on person, role, location, history, and device
- **Social and collaborative design** – allow real-time problem handling to build IT community and knowledge transfer

KEY BENEFITS

- Enables **20% faster** logging of incidents and service requests and improves user satisfaction by 20%
- Provides customer first-call resolution **30% more often**
- Saves field support technicians between **30 minutes to 1 hour per day** on updating ITSM records



◀ The power of Remedy with the experience to match

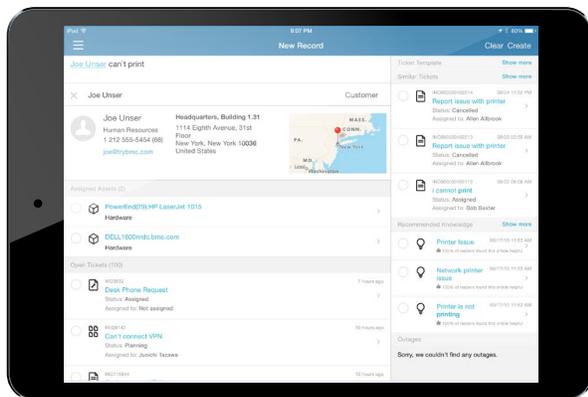
PRODUCT DETAILS

Intelligent Interactions

Traditional ITSM processes require the IT agent to switch from field to field, form to form, and screen to screen to capture information, and then go out and reactively search for answers. Smart IT adds intelligence and insight to this process by populating customer profiles, historical data, and dynamic resource suggestions from a single view. Achieve a more productive and knowledgeable staff with data-driven insights.

Mobile Access

Today's mobile IT service management solutions are designed for field technicians to retrieve and update information while they're away from their desks, but don't provide much in terms of improving real-time knowledge or understanding of the context of the remote service. With a design purpose-built for mobile access, rather than desktop functions crammed into the mobile environment, Smart IT is a must for on-the-go IT staff. Responsive, accurate service delivery and real-time knowledge are available for the remote workforce.



Full mobile functionality means anywhere, anytime support

Collaboration and Insight

IT teams tend to work in silos; they may miss out on the contributions and expertise of other team members. Tickets may be misdirected, missing SLAs, or they may go to a select few overworked staff members. With Smart IT, team members get a social platform for immediate knowledge sharing. They can create their own profiles, share articles, access online IT discussions, and use social tools to follow or "like" people or comments from the team. Promote innovation and reduce friction by facilitating collaboration and teamwork.

Smarter Service Desk

Companies often don't put enough focus on how users, both in IT and in a line of business, interact with IT-based solutions. Self-service methods, mobility, and IT processes are fragmented. As a result, usability and access suffer, knowledge transfer is difficult, and procedures are overly complex. By combining the intelligence of Smart IT with the context-aware self-service of BMC MyIT, you get an amazing user experience on both sides of the service desk. Access, data insights, and procedures are one single flow across both sides of the service desk, so IT can properly provide services and the business can remain competitive.

FOR MORE INFORMATION

To learn more about BMC Remedy with Smart IT, please visit bmc.com/it-solutions/remedy-smart-it.html

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 make digital business fast, seamless, and optimized from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82% of the Fortune 500®.



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