BMC MyIT Service Broker (IT Service Management)

Deliver IT and business services quickly and easily from a consumer-friendly app store

PRODUCT DESCRIPTION

MyIT Service Broker, a new service app store built for the digital workplace, lets users on-board and manage, deliver, and analyze IT and business services from multiple sources.

BUSINESS CHALLENGE

Companies are transforming themselves into digital workplaces, deploying the latest consumer technologies to promote employee collaboration and business innovation. However, aggregating, managing, delivering, and analyzing hardware, software, and services from multiple cloud and on-premises vendors isn’t easy. Each offering may have its own interface resulting in confusion and frustration for users. This “catalog sprawl” makes it hard to measure utilization, performance, and cost.

BMC SOLUTION

MyIT Service Broker gives businesses a service app store to end the catalog sprawl, boost worker productivity, and reduce unauthorized IT. Connecting data centers and vendors, both on-premises and cloud-based, to an Apple’s iTunes-like corporate store helps workers find the hardware, software, and services they need to be successful. Customizing workflows with drag-and-drop ease lets any business manager design new services. Engaging customers through the MyIT self-service app extends the corporate store to any device.

KEY FEATURES

MyIT Service Broker enables one-stop shopping for IT and business services.

- **Vendor on-boarding** – Vendors and partners use self-service to upload products, descriptions, and banner ads.
- **Modern management** – Drag-and-drop workflow customization enables business managers to create new service offerings.
- **Anywhere access** – Fully supported on Apple’s iOS, Google’s Android, and HTML5 browsers.
- **Formless requests** – Workers can find and request hardware, software, and services with a few clicks.
- **Powerful analytics** – Dashboards show usage, performance, and cost metrics.

KEY BENEFITS

- **Cut IT costs** and reduce unauthorized IT by aggregating and managing apps, services, and gear in a centralized solution.
- **Boost worker productivity by 50%** with modern self-service for IT issues.
- **Accelerate on-boarding** and bundle tools and services based on employees’ roles, locations, and requirements.
- **Govern compliance** – Assure software, and services are deployed according to company policy.

All hardware, software and services in an iTunes-like corporate store.
**OFFERING DETAILS**

**On-Boarding:** With pre-built API connectors, businesses can connect to cloud and on-premises systems, including BMC Service Request Management, Flexera Software and Box. Software development kits (SDKs) are available to integrate additional catalogs. Vendors use self-service tools to on-board and market themselves in the store, and employee information is quickly migrated from existing directories.

**Managing:** Fulfillment is automated all the way to the originating vendor or source. Workflow is managed with drag-and-drop ease. Compliance is assured with a survey wizard. Entitlement is based on roles and groups.

**Delivering:** Peer-assisted selection drives adoption, as workers rate, review, and share tools. Context-aware services enable automatic provisioning based on role, location, and preferences.

**Analyzing:** Uphold service-level agreements across internal and external sources with near-real-time performance tracking. Find out who’s accessing which products to identify trends and make smarter purchasing decisions. Optimize cost by comparing adoption and performance data with expenditures.

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**FOR MORE INFORMATION**

To learn more about BMC MyIT Service Broker, please visit [bmc.com/it-solutions/myit-service-broker.html](http://bmc.com/it-solutions/myit-service-broker.html)

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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**