

BMC Remedyforce vs. Other ITSM Solutions

Why Remedyforce?

Fast time to value (TTV) and low cost of ownership

82%

of customers achieved their goals
(93% small/medium companies*)

54%

implemented in less than 2 months
(75% small/medium companies*)

91%

intend to renew
(100% small/medium companies*)



Built on #1 cloud platform for security, stability, scalability



Easy-to-use, flexible for small and medium companies



Integrated agentless discovery, client, asset management improves service levels



Free, dedicated customer success manager ensures rapid implementation

What Makes Us Better?

Salesforce.com Platform

- **Secure** – Enterprise-level security with encryption, total data privacy, and full certifications
- **Stable** – Over 4.5 billion daily transactions
- **Scalable** – Automatically adjusts to your business needs while continually delivering high performance
- **Low TCO** – A common platform reduces training, time, complexity, and effort, and reduces costs by leveraging existing skills and resources

Visit trust.salesforce.com and see for yourself.

Commitment to Mid-Market Companies

- Enterprise-level functionality at mid-market price
- Innovative, out-of-the-box capabilities reduce complexity for companies with limited staff or budget
- Simple drag-and-drop configuration with the option to use full platform extensibility
- Strong investment in product development and customer support

Fastest Time to Value

- Dedicated customer success managers ensure successful adoption and ongoing value
- Agile onboarding process reduces time by 75 percent to realize value in 45 days or less
- Pre-built service request templates and best practice tips and videos help IT, employees, and customers make best use of the solution

Seamless Upgrades

- Automatic upgrades create no downtime
- Configurations, custom coding, and integrations are preserved

Agentless Discovery, Asset and Client Management

- IT can identify what is in the environment, manage endpoints, and automate routine tasks

Why Customers **Leave the Competition** for BMC Remedyforce

“Competitor’s solution took longer to implement than expected and resulted in a higher cost.”

✓ Remedyforce implements in weeks.

“There was a lack of in-house expertise to administer the competitor’s solution, and it required outside services.”

✓ Remedyforce requires no coding or scripting and is easily configurable.

“Competitor’s reporting was too basic to meet our needs. Third-party offering was expensive and required technical resources.”

✓ Remedyforce reporting is intuitive and powerful.

“Competitor’s solution included components the customer never used. They were paying too much for what they used.”

✓ Remedyforce is competitively priced with all capabilities included in one price.

“Upgrade with the competitor’s solution was a nightmare. Customizations had to be rebuilt.”

✓ Remedyforce preserves configurations and customizations upon upgrade.

Why You’ll Want BMC Remedyforce for ITSM

- Run your business on the most secure, scalable, and reliable cloud platform in the world
- Use less time, money, and resources on setup and administration
- Align IT with the business to empower users, deliver new services, and streamline processes
- Make smart, informed decisions using powerful dashboards and analytics
- Realize value in 45 days or less with a unique BMC partnership model

What Our Customers Say About Us

BARRY CALLEBAUT

“Remedyforce generates meaningful reports that provide managers at all levels with visibility into what’s happening in their departments.”

MITCHELL

“Our service levels have dramatically improved. We’ve been able to replace multiple legacy tools with a single, comprehensive solution that simplifies IT workflows across our enterprise.”

dex media

“Remedyforce was the most cost-effective solution. It offered robust functionality, with Salesforce.com integration.”

Take your free 30-day trial at bmc.com/tryremedyforce

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 fast track digital business from mainframe to mobile to cloud and beyond.

BMC digital IT transforms 82 percent of the Fortune 500.



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