

BMC Remedy with Smart IT + MyIT

Personalized services bring together the people in IT and consumers of IT.

Business Challenge

Businesses are in a constant struggle to adjust to the digital economy. Employees now expect business tools to be as social as Facebook, as easy as Amazon, and as context-aware as Google. But often IT can't deliver on these digital service expectations. If we pay bills with a click of a button at home, why can't we request smartphones with a swipe at work? While companies delay IT transformation projects, support cost grows, staff productivity shrinks, and customer satisfaction drops.

PRODUCT DESCRIPTION

The combination of BMC Remedy with Smart IT and BMC MyIT ushers in a new IT service management experience to support the demands of digital service delivery. In the MyIT self-service app, employees report issues and submit requests with a simple text post, which is automatically converted into an incident, request, or appointment in Remedy. Before tackling the issue, the assigned IT agent can see the user's profile, history, and preferences in Smart IT. Auto-suggested knowledge articles, incidents, and posts help streamline service delivery. If the issue is complex, IT agents can collaborate with peers on solutions.

PRODUCT OVERVIEW

Role-Based:

 Gives responses tailored to responsibilities, location, and preferences

Adaptive Automation:

 Makes intelligent references and routes resources automatically

Data Driven:

Monitors dynamic data and shows the big picture on dashboards

Context Aware:

 Displays only the information you need there and then

Formless:

 Allows users to get what they need with a simple post

Crowdsourced:

Lets users collaborate to solve issues faster



The power of Remedy with the experience to match.

Better Together:

Twenty percent: faster logging of incidents and service requests

Thirty percent: higher first-call resolution

Up to one hour per day saved: for field support technicians

Thirty-three percent: reduction in level-one calls

Fifty percent: less time wasted on IT-related issues

PRODUCT FEATURES

Simplified IT: Unlike with traditional software, IT agents don't have to swivel from field to field and screen to screen to capture data and find answers. Smart IT automatically displays relevant information as the agent moves through each case.

Social IT: When you open MyIT, it gives you a snapshot of your day, displaying your activities feed with upcoming appointments, pending requests, unresolved issues, and alerts from systems you use in your daily work. When you open Smart IT, you see similar information from an IT agent's perspective.

Formless IT: No more forms, no more fuss. Instead of filling out a long form when you need help as a customer, or entering fields of data as an IT agent, simply type a short post.

Crowdsourced IT: No matter your role, talk to peers, get answers, and bring innovation through collaboration.

Anywhere IT: Like any modern solution, Remedy with Smart IT and MyIT run as native apps on iOS and Android, and in any HTML5 browser.



My IT provides an amazing experience for business users.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.

BMC - Bring IT to Life.



