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BMC MyIT
for Data Centers

Optimize operations with context-aware floor maps, reduce risk with QR code scanning, and boost customer satisfaction with real-time system updates

BUSINESS CHALLENGE

Managing large data centers around the world isn't easy. Among the acres of rack space, it's time consuming for both service providers and in-house IT to locate the right machines. Constantly changing configurations and limited field documentation make any upgrade risky. Knowledge silos build up, slowing innovation. Then customers ask for self-service, social interaction, and real-time updates—intensifying the need to provide an amazing user experience.

PRODUCT DESCRIPTION

Transform your operations with BMC MyIT for Data Centers. A modern self-service app, MyIT lets you scan the QR code to see a rack's content. A few more clicks take you down to individual configuration items. As you type a query about an item, MyIT suggests relevant knowledge articles, incidents, and posts—limiting change-related outages. If you still have problems, the social engine in MyIT lets you collaborate with peers to find answers. With MyIT, your customers can post formless change requests, get real-time updates, and schedule data center visits.

PRODUCT OVERVIEW

- It's fast – With a swipe, you find any piece of equipment.

- It's relevant – Because MyIT knows who you are, it displays only the information you need there and then.

- It's easy – Have a request? Just write a text post.

- It's personalized – Schedule visits and clear security at data centers with a few clicks.

- It's ubiquitous – Beyond mobile iOS and Android apps, MyIT is available on any device.
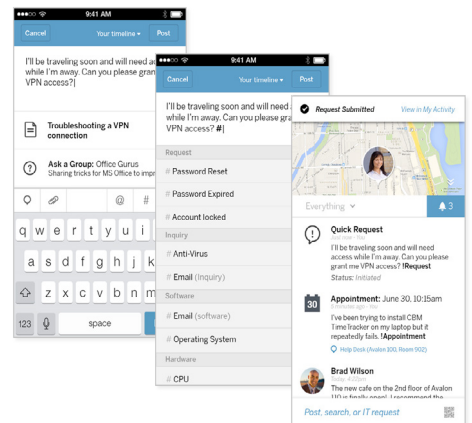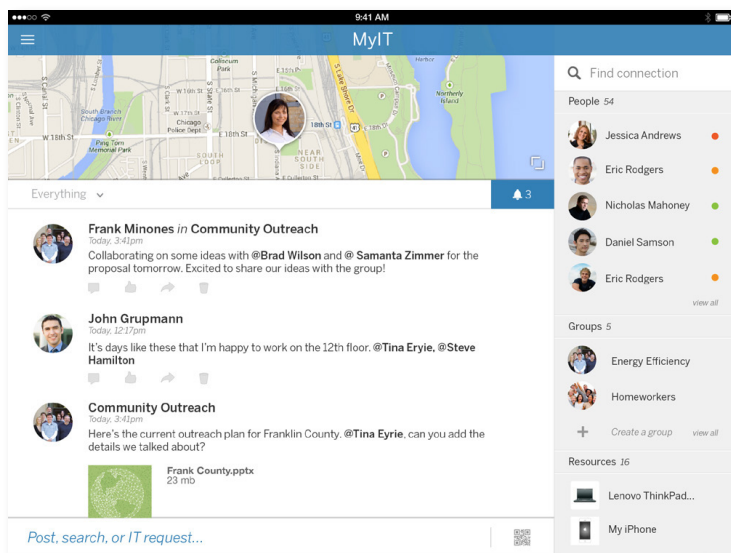
In the activity stream, you can ask questions, contact experts, and track issues.

MyIT is formless so you can request services, set appointments, and report incidents with simple text posts.

APP FEATURES

Context-Aware Floor Maps: Allow data center staff to quickly find racks and machines. A click displays additional information about each item.

QR Code Scanning: Scan the code to see rack content and machine configurations.

Autosuggested Help: See relevant knowledge articles, incidents, and posts as you type.

Concierge-Style Appointments: Let customers schedule changes and visits. Complete security clearance at the gate on a tablet or phone.

Real-Time Updates: Display system status on customizable dashboards. Alert customers with mobile broadcasts.

Formless Requests: Replace long forms with simple text posts, which can be converted into incidents, requests, and appointments.

KEY BENEFITS

- Increase data center staff productivity with context-aware floor maps.
- Reduce change-related risk with autosuggested how-to articles, incidents, and posts.
- Crowdsource solutions through social collaboration.
- Boost customer satisfaction with real-time updates, formless requests, and concierge-style appointments.
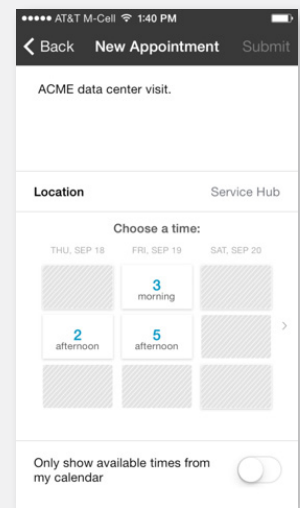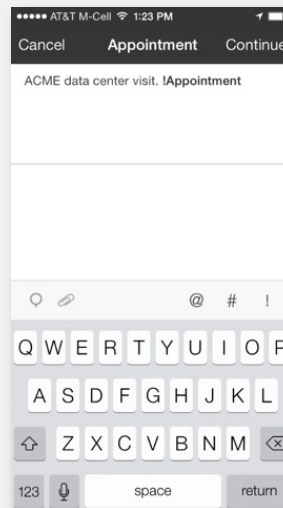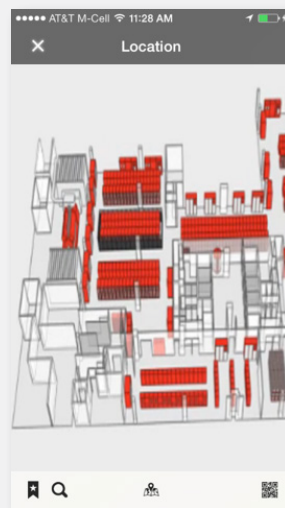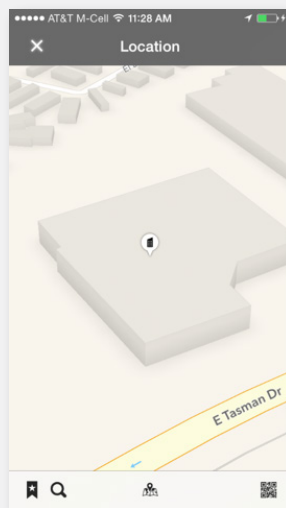
Context-aware floor maps guide data center staff to the right racks and machines.

Formless requests let customers ask questions, submit change requests, and schedule data center visits with a text post.

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 10,000 customers worldwide including 82 percent of the Fortune 500®.

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