SPIC Brasil Doubles Customer Satisfaction with BMC Helix Remedyforce

“T For me, BMC Helix Remedyforce is efficiency. SPIC Brazil had a great ‘revolution’ when we implemented the tool, as we now have a vision of supporting the entire company and we can always be ready for the main demands of the end users.”

Fábio Garcia | IT specialist | SPIC Brasil

Business Overview

In operation since 2018, SPIC Brasil is part of China Power International Development Limited (CPID), one of the top five energy-generating groups in the world. The company is listed on the Hong Kong stock exchange and has extensive market experience that is comparable to international, publicly traded companies. SPIC Brasil operates the São Simão Hydroelectric Plant on the border of the states of Minas Gerais and Goiás, and its wind farms in the state of Paraíba generate enough power to supply 104,000 households.

With 200 employees and operations in São Paulo, São Simão, Natal, and Mataraca, SPIC Brasil is committed to generating energy-seeking innovations that reduce impact on the environment with integrity, partnerships, and technology, guaranteeing relationships based on respect, ethics, and diversity. In August 2020, SPIC Brasil acquired 33 percent of the Gás Natural Açu (GNA) I and GNA II projects in the Açu Port (RJ) as part of a joint venture with Prumo Logística, BP, and Siemens that is dedicated to the structuring, sustainable development, implementation, and operation of energy and gas projects. Together, they will generate 3 GW of energy.

Business Challenge

SPIC Brasil relied on a third-party tool for its service desk, which lengthened the time to respond to and repair service issues. In need of a real-time service capability and as part of its digital transformation to better meet organizational and employee needs—particularly during the pandemic—SPIC Brasil invested in tools to make every day routines easier. SPIC selected BMC Helix Remedyforce to boost the efficiency of its Salesforce-cloud-based service desk.
SPIC Brasil worked with partner Order Soluções em TI on the BMC Helix Remedyforce implementation and relied on the organization for ongoing support. With the solution in place, SPIC Brasil immediately improved its internal customer experience by achieving greater visibility into problems and quickly identifying repeat issues ahead of time, so service teams can anticipate and send a correction before the problem occurs.

The digital transformation project, which was initially implemented for IT teams, has now cascaded across the business to other departments, including healthcare, assurance, human resources, communications, and trading, with their processes and workflows implemented and integrated with BMC Helix Remedyforce.

The solution’s customizable reports and dashboards provide instant visibility into key performance indicators for processes, performance, and workloads. An intuitive portal allows employees to resolve their own issues and request new business services from the service catalog. Users can also submit new service requests, search for solutions to common problems in the included knowledge base, and view the status of previously submitted incidents. Self-service tools are easily accessible through a web browser and mobile devices.

Additional benefits include:

- Easy, real-time, and remote access through the cloud
- Reduced mean-time-to-repair (MTTR)
- Reallocation of service team members to business-critical tasks
- Seamless, twice-yearly upgrades

“The evolution that SPIC Brasil has been though since they started using BMC Helix Remedyforce is amazing, as we have different areas using it, even the ones that are not related to IT. What I like the most about it is how easy it is to integrate it with any kind of service.”

Fábio Garcia | IT specialist | SPIC Brasil

Learn more:

Visit the BMC Helix Remedyforce web page