



67% cut in management resources

32% drop in service request backlog

16% reduction in resolution time



## OCASO

### INDUSTRY

Financial Services: Insurance

### CHALLENGE

Take advantage of the advanced functionality of newer Remedy ITSM versions to increase agility and contain costs.

### SOLUTION

Remedy OnDemand provides all the benefits of the Remedy Service Management Suite in a cloud-based solution.

# Leading Spanish insurer OCASO seamlessly transitions to the cloud to deliver enhanced IT service for over 12,000 users

## BUSINESS CHALLENGE

OCASO, one of Spain's leading insurance companies, offers customers in Spain and the United Kingdom a variety of insurance products—from home and life insurance to travel, pet, and burial policies. The OCASO infrastructure and services team, which supports 12,600 users in more than 350 locations, has used IT service management solutions from BMC Software since 2004. Recently, the team wanted to upgrade to the newest Remedy release to take advantage of enhanced functionality. Although the team didn't have the budget or staffing to handle an on-premises upgrade, they found a solution in the cloud.

## BMC SOLUTION

Remedy OnDemand offered OCASO an economical path to acquiring Remedy 9 innovations without capital expenditures and without overburdening the staff with upgrade activities.

## BUSINESS IMPACT

The move to the cloud has improved efficiency and agility while also cutting service management costs. BMC handles all management and maintenance, taking that burden off the infrastructure and services team.

- With Remedy OnDemand, a recent major upgrade took just 50 to 60 hours of staff time.
- Only one administrator is required to manage Remedy OnDemand instead of the three required for the on-premises solution.
- Incident resolution time has dropped by 16%.
- The staff reports 100% availability with zero performance concerns with Remedy OnDemand.

“After the major upgrade to Remedy 9, it's clear that we have fulfilled our fundamental objectives: streamlining the version upgrade process and making it affordable,” says Manuel Araque, chief of IT infrastructure and services.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

**BMC – Bring IT to Life**

