

BMC Consulting for Day 2 Operations

Drive new software adoption and operational stability

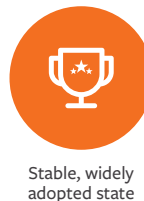
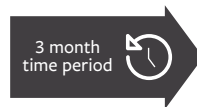
BUSINESS NEED

After an implementation of new software, your operations team may struggle with increased help desk tickets, new or different use cases based on usage patterns, and users rejecting the software due to unavailability or instability. It is critical to drive adoption of the new software within the first three months of going live. If the solution is not accepted within the first few weeks, it is likely that the return on investment (ROI) may never be fully realized.

BMC APPROACH

BMC offers Day 2 Operations, a consulting engagement that provides application and infrastructure administration and management across all BMC solutions for a period of 90 days immediately following a successful go-live. With this engagement, BMC will help you **stabilize the solution, implement minor refinements, drive adoption, enhance end-user experience, and hand over the operations either to your operations team or BMC's Managed Services team.**

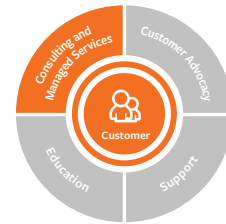
- A high number of help desk tickets
- Different usage patterns than expected
- Low user adoption due to instability and unavailability



Stable, widely adopted state

- Within the first 3 months of go-live, your organization may experience a high number of help desk tickets, different usage patterns than expected, and low user adoption due to instability and unavailability of the solution stack.

BMC Customer Success Services



KEY DELIVERABLES

Day 2 Operations is a consulting engagement for the administration and management of all BMC solutions.

- Administer completely in **your production environment**
- Refine the software based on **your usage patterns**
- Ensure **stability and availability** of the software

KEY BENEFITS

- Accelerate solution adoption
- Enable **higher efficiency** of the operations team
- **Minimize risk** in transition to the new solution
- Phase out your old system and **quickly migrate users** to the new solution

RELATED SERVICES

- **Education** – BMC offers online courses and tailored content
- **Support** – Get continuous or premier support for your business needs

SERVICE OVERVIEW

90-Day Prescriptive Engagement: Utilizing best practices and standard operating procedures to successfully help thousands of implementations

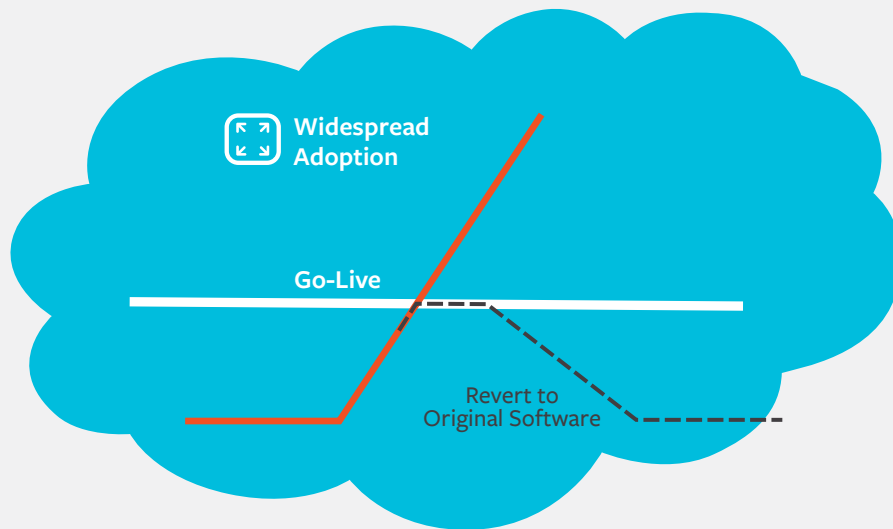
Available for All BMC Digital Enterprise Management Solutions: Digital Service Management, Data Center Automation, Cloud Lifecycle Management, TrueSight Operations Management, TrueSight Capacity Optimization, Discovery, Control-M, and more

Proven Governance Model: ITIL®-based service with multi-level governance model that is proven across hundreds of large customers



FOR MORE INFORMATION

To learn more about BMC Consulting for Day 2 Operations, please email Day2Ops@bmc.com



Successful, widespread adoption of new software is most critical immediately after go-live.

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 make digital business fast, seamless, and optimized from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82% of the Fortune 500*.



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