



Drastic SLA improvement

Streamlined change processes

Simplified service requests



## Mitchell International

### INDUSTRY

Information Technology: Casualty and Property Insurance

### CHALLENGE

Improve service desk visibility and efficiency across a fast-growing enterprise.

### SOLUTION

**BMC Remedyforce** provides comprehensive ITSM functionality in the cloud on the familiar Force.com platform.

# Mitchell International moves service desk to the cloud and saves 37K hours annually processing 50 million insurance transactions

## BUSINESS CHALLENGE

As North America's leading provider of property and casualty claims technology solutions, Mitchell International is on a mission to fundamentally transform the insurance claims industry through faster, leaner, and more efficient service. By moving critical enterprise systems to the cloud, the company can shift its focus from maintaining on-premises technology to meeting the needs of customers. This strategy also offers a way to gain greater visibility into Mitchell's service delivery infrastructure, which supports more than 50 million transactions each year for 300+ insurance companies and 30,000+ collision repair facilities.

## BMC SOLUTION

Mitchell chose BMC Remedyforce to move its service desk to the cloud. The solution delivers comprehensive IT service management (ITSM) functionality through the Force.com platform, on which the company's Salesforce CRM solution also runs, offering valuable familiarity and efficiencies for its IT team.

## BUSINESS IMPACT

With Remedyforce, Mitchell meets customer needs far more quickly, helping the company build strong business relationships. A common platform enables simpler enterprise workflows and enables issues to be crowdsourced across all departments and devices for faster resolution.

- **Requests for system access are handled in minutes instead of 2–3 days**, saving 12,000–37,000 hours per year.
- **More efficient change processes** save 2,000 hours per year.
- **One-touch reporting and at-a-glance dashboards replace monthly reports** that took 16–20 hours to prepare.
- **A self-service portal makes it simple for IT customers to request services** and track their fulfillment.
- The service desk has kept pace with 10% growth in users and 15% growth in tickets without increased headcount, so **IT can focus on core competencies**.

Says Pauline Mulvey, vice president of enterprise business technology for Mitchell, "With Remedyforce, our service levels have dramatically improved. Customers have one place to go for any kind of help that they need, and we've been able to replace multiple legacy tools with a single, comprehensive solution that simplifies IT workflows across our enterprise."

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.

**BMC – Bring IT to Life**

