Implementation Services

Increase ROI and speed adoption of your BMC Solutions

BUSINESS CHALLENGE

IT organizations and lines of business (LOBs) must rapidly and effectively release new solutions that reduce the time business users spend on administrative tasks that are not core to their skills or priorities. Getting the solutions deployed to maximize automation while ensuring adoption and achieving critical value realization requires solution skill.

BMC APPROACH

With BMC's Implementation Services, our experts use best practices and a pragmatic process to execute the business, operational, and technical configuration of your BMC solutions. Through an outcome-based partnership with your team, we help you take advantage of key features within your BMC solutions.

Our Implementation Services focus on the use cases and capabilities that are most important to achieve your objectives. We offer fixed packaged implementation services as well as customizable implementation options depending on your system and business requirements. All deployments focus on activating the use cases most important to your business while aligning them across four key domains of interactivity: people, process, data, and technology.

The result? We ensure you've effectively deployed all aspects of your desired capabilities, so your BMC technology can directly support achieving business-critical initiatives at your organization.

OFFERING DETAILS

We offer Implementation Services for all BMC technology. Our packaged implementation services have pre-defined scopes and pricing. Our current packages include:

- BMC Capacity Optimization Implementation Service
- BMC Discovery Application Modeling Service
- BMC Discovery Implementation Service
- BMC Managed File Transfer Implementation Service
- BMC Operations Management Implementation Service
- BMC Vulnerability Management Implementation Service

For our statement of work (SOW)-based implementations, we execute key areas of work to activate the capabilities prioritized by your company:

Digital Service Management

- Asset Mgmt.
- Change & Release Mgmt.
- Configuration Mgmt.
- Discovery
- Self-Service
- Service Desk
- Patch Mgmt.
- Performance Monitoring
- Provisioning
- Vulnerability Mgmt.

Digital Service Operations

- Capacity Mgmt.
- Cloud Automation
- Compliance & Configuration Mgmt.
- Cost Optimization
- Event Mgmt.
- Orchestration

Digital Business Automation

- Big Data Workflows
- Business Application Automation
- Job-as-Code
- Managed File Transfer Enterprise
- Process Orchestration

CUSTOMER EXAMPLE:

Global Science and Health Company – To unify and improve how 20,000 company staff execute basic IT, HR, Finance and Procurement activities, the company needed to segue these shared services to a single platform. BMC Customer Success implemented a consolidated platform in Remedy 9 On-Demand with integrated applications to support the shared service organization. BMC then enabled the shared service organization to innovate key business processes that span across different service organizations. As a result of process consolidation, standardization and automation, the employee onboarding processing time reduced from weeks to days and now delivers a positive employee experience from day one.

FOR MORE INFORMATION

To learn more about BMC's Implementation Service, visit **bmc.com/it-services/it-consulting-services**

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

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