

Solution Implementation and Optimization

Increase ROI with an accelerated deployment of your BMC solutions



BUSINESS CHALLENGE

IT teams need even more business agility to enable their social, mobile, analytics, and cloud initiatives in their organizations. Additionally, IT 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 that deliver the best automation and keep systems optimally functioning requires solution skill.

BMC APPROACH

With BMC's Solution Implementation and Optimization service, 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 new features within your BMC solutions. A new deployment or an upgrade present an optimal opportunity to review and overcome barriers to transitioning to a new and more efficient way of operating.

Our Solution Implementation and Optimization service focuses on the use cases and capabilities that are most important to achieve your objectives. We align deployment of those use cases with four key domains of interactivity: people, process, data, and technology.

The result? We ensure you effectively execute all aspects of your implementation and optimization, so you can reach your desired future state for your organization.

OFFERING DETAILS

Within every implementation and optimization, we have key areas of work that we execute in relation to your use cases. The use cases we implement and optimize are:

- Faster service delivery
 - Agile releases
 - Incremental development
 - Virtual application
- Visibility across data
 - Compliance
 - Efficiency
 - Data accuracy
 - Flexibility
- Ensure cost-effective and productive service
 - Cost reduction
 - Productivity
 - Availability
 - Performance

- Proactively respond to fulfillment request
 - Performance
 - User experience
 - Service quality
 - Increase efficiency
 - Work productivity
 - Employee engagement
- Performance and availability
 - Visibility responsiveness
 - Quality
 - Uptime
- Conversion/upgrade
 - Seamless modernization/replacement

We execute the following common areas of work via modular-packaged approaches to achieve your desired capabilities:

Digital Service Management

- Asset Mgmt.
- Change & Release Mgmt.
- Configuration Mgmt.
- Discovery
- Self-Service
- Service Desk

Digital Service Operations

- Capacity Mgmt.
- Cloud Automation
- Compliance & Configuration Mgmt.
- Cost Optimization
- Event Mgmt.
- Orchestration
- Patch Mgmt.
- Performance Monitoring
- Provisioning
- Vulnerability Mgmt.

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 Solution Implementation and Optimization service, visit bmc.com/it-services/it-consulting-services

About BMC

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.

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