

BMC Service Excellence

Our Customer Success Methodology



BUSINESS CHALLENGE

As organizations strive to improve the levels of service IT provides to their businesses, they seek ways to improve efficiency, control costs, and better align IT with business needs. These organizations often find they have undertaken well-intentioned, yet discrete and disconnected initiatives without an overall plan to integrate their efforts across the entire IT landscape. As a result, they don't realize an effective ROI, which commonly leads to a negative impact on productivity, misalignment of IT to the business, and a lack of future funding.

BMC APPROACH

With BMC Service Excellence, we help you maximize the out-of-the-box capabilities of your BMC solution. Our approach is based on a proven model with prescribed phases to help you align IT, employees, and end users for success. During the initial prepare and plan phases, we focus on ensuring complete clarity in the scope of the engagement. We work with you to understand expected outcomes, confirm business value cases, and define a plan to get to your desired state. The design phase reviews people, processes, technology and data which helps you navigate organizational and process alignment to deliver maximum value. Finally, in the deliver and transition phases, we provide services that smooth the transition to production, reduce administrative effort, and enable continuous return on your investment.



1,700+
Customer projects
completed annually



800+
Service professionals



7,500+
Customers trained
annually

METHODOLOGY DETAILS

The 7 Phases of BMC Service Excellence

- 1. Prepare:** Ensure project readiness by facilitating a smooth transition from the sales cycle to delivery engagement
- 2. Plan:** Onboard BMC and customer project teams by gathering information, developing a project schedule, and completing the project management plan
- 3. Design:** Focus on the customer's people, process, and technology requirements to architecturally design the BMC solution
- 4. Build:** Ensure relevant quality processes used for the design and delivery of the engagement are in accordance with the stated SOW deliverables and BMC project quality standards
- 5. Validate:** Test to confirm the solution is in accordance with the solution design document and ensure the customer's expectations have been met
- 6. Deliver:** Bring the fully configured and validated solution into production, satisfying the customer's business and technical requirements
- 7. Transition:** Orchestrate activities that ensure when the BMC project team leaves the engagement, the customer understands how to operate the solution with minimal support

FOR MORE INFORMATION

Contact your BMC Account Manager to discover how BMC Excellence can bring value to your business or visit bmc.com/it-services/it-consulting-services

The 7 Phases of BMC Service Excellence - Customer Success Delivery Methodology



 The BMC Service Excellence 7-phase approach ensures business objectives align with people, process, technology and data for optimal results.

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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