Modern Service Desk Consulting
Reduce costs and modernize the user experience with a rapid transition to the BMC cloud

BUSINESS NEED
Keeping enterprise systems current is not an easy task. “End of life” dates happen more frequently and planning for upgrades becomes a continual process and cost for enterprise IT organizations. Large-scale software upgrades can be a shock not only to the operations within IT, but also to the business operations that IT supports. Additionally, these systems tend to be heavily customized for legal or specific industry requirements further complicating the upgrade process by adding expense and reducing the ROI of the technology. As a result, organizations opt to perform upgrades less frequently. The platform continues to age, increasing risk as well as causing IT resources to focus more on support and maintenance and less time on critical projects.

BMC APPROACH
BMC’s Modern Service Desk Consulting offers our most streamlined and accelerated approach to migrating your Remedy solution to the BMC cloud. Our experts will leverage BMC best practices and guide you to the next generation of service delivery, while reducing risk, accelerating solution adoption, and focusing on your strategic business outcomes for digital service management. BMC’s Modern Service Desk Consulting minimizes impact to IT and streamlines your upgrade. Your service management reference architecture will be migrated to the BMC cloud quickly by leveraging our latest data migration technology. Our experts will work with you to align your current processes with the best-in-class features and functionality already built into Remedy 9. In addition, we will develop a training program for you which not only accelerates user adoption, but also drastically increases the return you are getting on your technology investment.

KEY FEATURES
Modern Service Desk Consulting streamlines migrating your Remedy solution to the BMC cloud.

- **Rapid results** – Ultra-fast migration technology
- **Transformational** – Expert guidance towards service management best practices
- **Education and adoption** – A program designed specifically for your business
- **Modern user experience** – Both IT and your business users will benefit from a contemporary interface accessible from multiple devices

KEY BENEFITS
- Cut traditional upgrade time by up to 50% by leveraging our latest data migration technology paired with an agile approach
- **Free up time and resources** for critical IT transformation projects
- Significant license and hardware cost reduction by moving your architecture into the BMC cloud and subscribing to our best-in-class service management suite of tools

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

Our global consulting services practice will provide the expertise and industry best practices to help you quickly and effectively transition your existing Remedy environment to the most current Remedy release hosted in the BMC cloud. We can also utilize similar expertise and best practices to perform an on-premises upgrade to Remedy 9, if your requirements dictate that you remain on-premises.

As part of this offering, BMC will:

- Evaluate your architecture needs.
- Utilize the current ITSM system to source data and configurations for the new SaaS environment. These items will go through three iterations from as-is to the final stack to be deployed.
- Explain the impact of new product features, focusing on how existing customizations could be enabled through out-of-the-box functionality in a modern Remedy solution.
- Transition the Remedy Action Request System and Remedy ITSM application to the BMC cloud, while migrating workflow, integrations, and data.
- Create an education and user adoption program tailored for your specific business.
- Transfer knowledge to your Remedy team and provide go-live and post go-live support for upgrade success.

FOR MORE INFORMATION

To learn more about BMC’s Modern Service Desk Consulting, please visit bmc.com/it-services/remedy-consulting-services

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 fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life  
BMC digital IT transforms 82 percent of the Fortune 500.