

# Leeds City Council (UK) serves its fast-growing constituency more effectively and cost-efficiently with ITSM in the cloud



## Lower

cost of ownership



## 10+

minutes faster  
service requests



## Efficient

change processes

### Business Challenge

Already the third-largest city in the United Kingdom and still growing fast, Leeds relies on its city council for services from housing and education to waste collection and disposal.

To ensure optimal quality and efficiency for the IT services that power these programs, the Leeds City Council transformed its IT processes and the software that supports them. ITSM in the cloud provided the fastest, most economical path to achieving this transformation.

### BMC Solution

BMC Helix ITSM gives Leeds enterprise service management capabilities plus the maintenance-free agility, security, and performance provided by the cloud. The IT group tapped the power of BMC Helix ITSM to align processes with IT Infrastructure Library (ITIL®) guidelines, resulting in higher efficiency and lower costs.

## Business Impact

With the SaaS convenience of BMC Helix ITSM, IT enjoys comprehensive service management functionality without large capital outlays, long implementation cycles, or the burden of managing and maintaining the solution in house.

- The move to the cloud yielded **significant savings in terms of licensing, infrastructure costs, and staff time.**
- The SaaS model enabled IT to decommission servers, **reducing maintenance costs and power consumption**, and freeing up data center space.
- Automated service request management is **saving at least 10 minutes per service request**, freeing agents to focus on critical issues.
- Detailed data and robust reporting enable the staff to **improve service delivery** by proactively pinpointing and fixing recurring problems.
- Out-of-the-box alignment of change processes with ITIL® standards saves time and allows the IT staff to **handle emergency and expedited changes with greater efficiency.**

“ *BMC Helix ITSM (formerly Remedy OnDemand) was our first cloud solution within IT. It has helped us experience firsthand what the cloud can offer, and that has helped us in defining our cloud strategy.* ”

**Mark Harrison** | Senior Strategic Services Officer | Leeds City Council

**To learn more:**

